

High Commission of India

Ottawa

Canada

Press Release

Indian Mission in Canada launches chatbot to answer COVID-19 related questions

Employs cutting-edge IT tools to better inform the public in critical times

The High Commission of India in Canada today launched an automated chatbot focused on assisting Indian nationals, Indian students and Persons of Indian Origin (PIOs) in Canada with their questions regarding COVID-19, public safety measures taken in India and Canada and restrictions on international travel.

The bot, named CANbot, provides natural language conversation in English, Hindi and Punjabi and enables people to seek information safely and securely within a messaging app's chat function. The chat can also be transferred to a human agent for better redress of queries if required.

Canada has about 1.6 million people of Indian origin and some 200,000 students from India are enrolled in various Canadian Colleges and Universities. The Indian High Commission and the Consulates in Toronto and Vancouver had seen a massive surge in queries received due to the situation arising from COVID-19 pandemic, including the disruption in international travel.

Launching the bot for public use, the High Commissioner of India to Canada, Ajay Bisaria, said that the High Commission wanted to create a service that can assist people in this emergency. "We empathize with people's concerns in these troubled times and the need to receive immediate and accurate information wherever they are", the High Commissioner added.

The bot has been developed in collaboration with the High Commission of India in Canada by Verloop.io, India's leading conversational platform and Portea Medical, a home healthcare company. It can be accessed from the High Commission's website www.hciottawa.gov.in or through WhatsApp <https://bit.ly/HCIottawaCA>

Ottawa

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