



MyGov Corona Helpdesk Chatbot

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Why in News

The government's dedicated **WhatsApp chatbot MyGov Corona Helpdesk**, which aims to provide timely updates and help citizens clear their queries on **Covid-19**, has been used by over 2 crore users just in two weeks since its launch.

Key Points

- **About the Chatbot**
 - MyGov Corona Helpdesk chatbot has been developed by the **Artificial intelligence (AI) chatbot company Haptik Infotech Pvt Ltd**.
 - The chatbot helps **eliminate misinformation & rumours**, which are the primary outlets of panic for millions.
 - The MyGov Corona Helpdesk can be used by all **WhatsApp users for free**.
- **Users :**
 - According to Haptik, more than **55 million messages have been sent by over 20 million users** since the chatbot was launched by the government on March 20.
 - The 'MyGov Corona helpdesk' has **processed over 28 million conversations** on WhatsApp from users across the country while more than **20 million users have taken their queries to the chatbot within the 13 days since its launch**.
- **Queries :**
 - The bot caters to a set of **predefined questions**.
 - **Frequent Queries:** if a certain query is being asked by users frequently, then the Haptik team analyses those queries and adds them to the scope of the chatbot. Thus, catering to a wider set of questions.
 - **Other Queries:** If the chatbot receives a query that is not within the scope of the mentioned questions, it sends an automated response stating that it does not have that information.

- **Language :**

The service was **initially launched in English**, and **Hindi language was added** later to assist the millions of Hindi-speaking users in the country.

Source: TH