

PQMS Chatbot

Streamlining the workflow

<https://xd.adobe.com/view/a2348d58-db6a-4c9c-88f3-02fb7dba473a-f767/>

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Spring 22'

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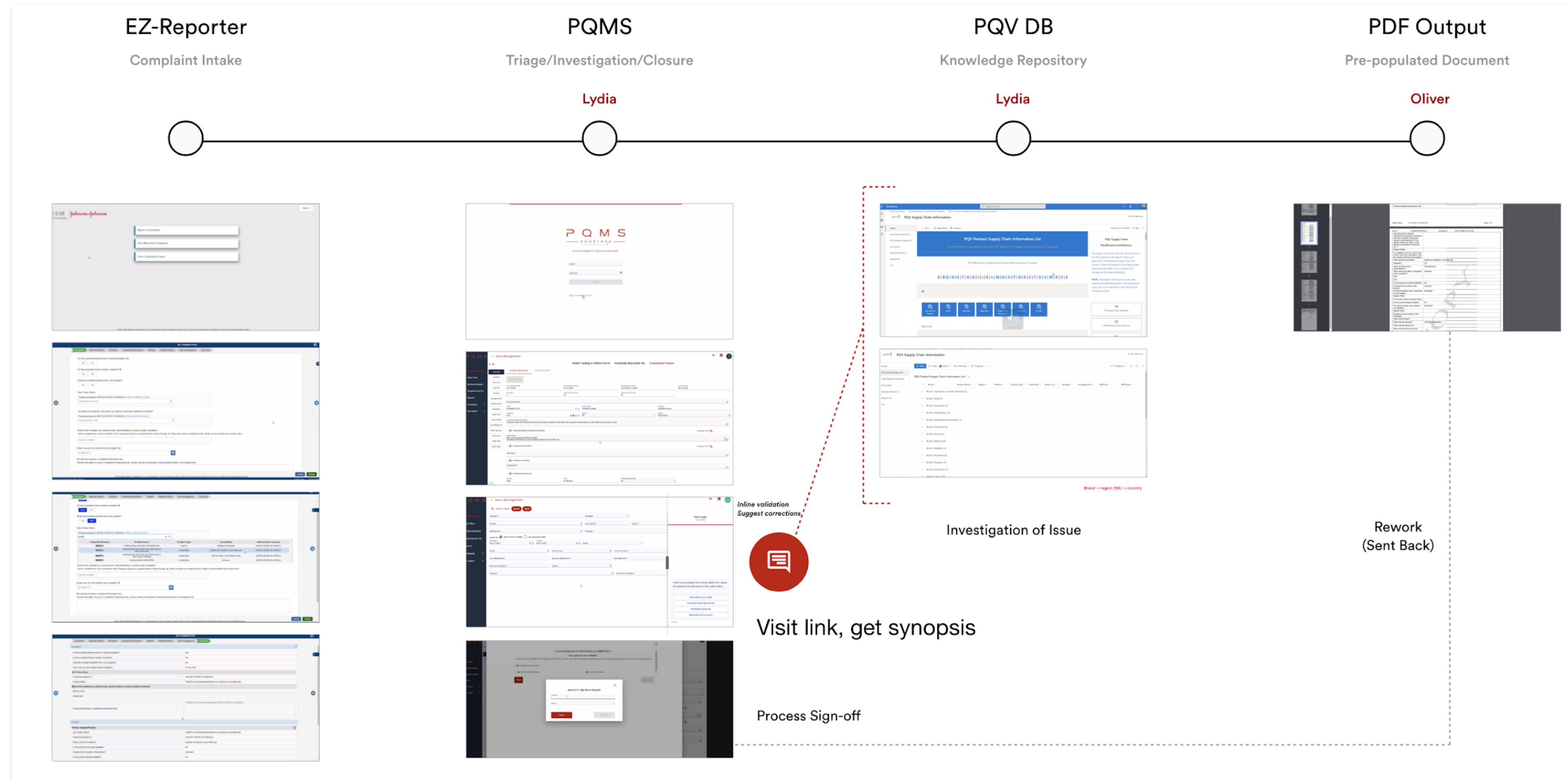
<https://xd.adobe.com/view/a2348d58-db6a-4c9c-88f3-02fb7dba473a-f767/>

Problem

During product complaint intake and processing, there are missing or incomplete data sets.

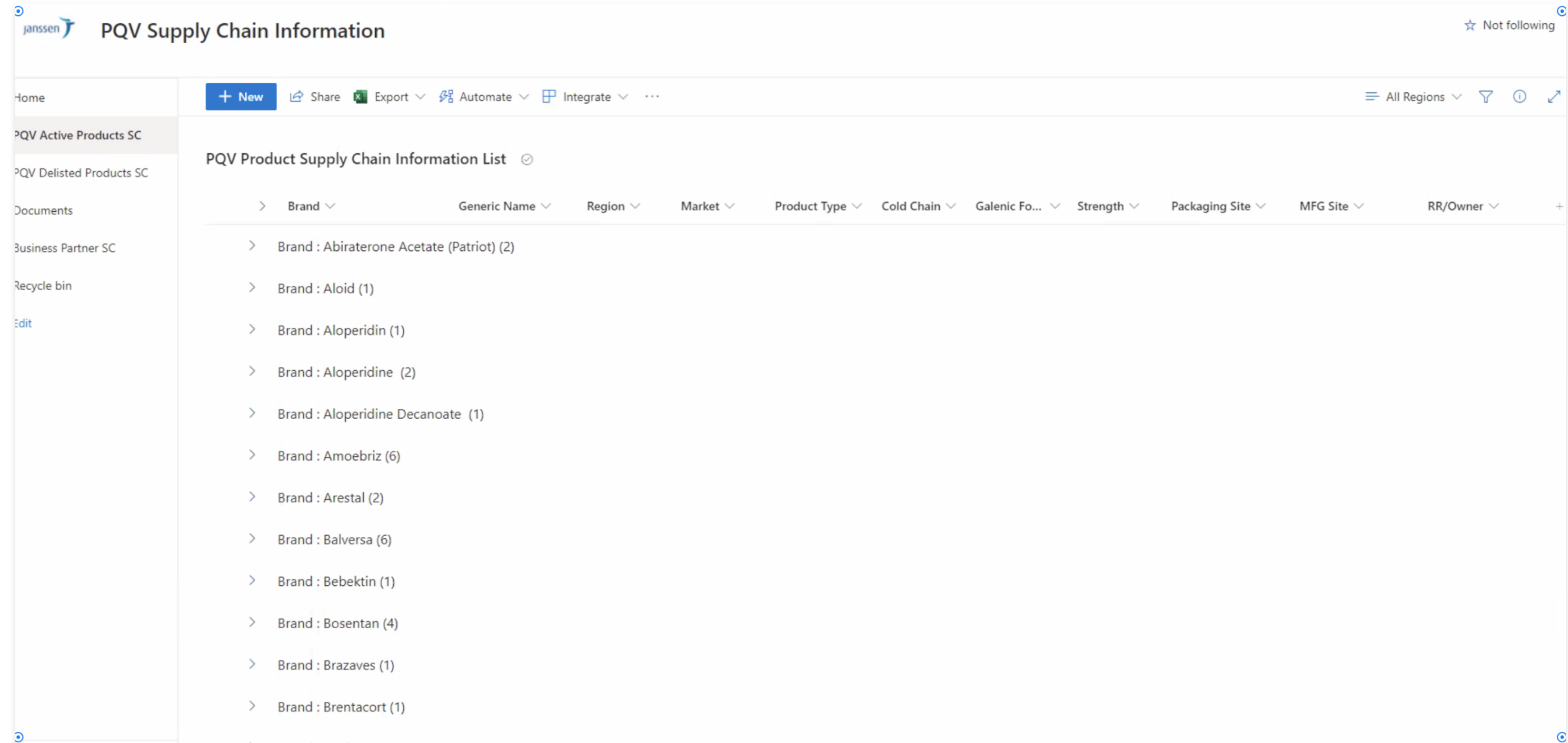
Currently, it's difficult searching for these required missing fields.

The chatbot surfaces issues for easy fixing.



Problem

To find these missing fields, users have to access a separate experience/database.



Problem

After locating the required pieces of information, it's back to the original intake form completion.

J&J Complaint Form

Complaint Reporter Details Products Complaint Description Patient Medical History Lab Investigations Summary

Complaint

Is this a possible Adverse Event or Special Situation?	Yes
Is this a possible Product Quality Complaint?	Yes
Was this complaint reported from a J&J program?	No
When was J&J first notified of this complaint?	27-Oct-2021
J&J Product Name	
Product purchased in	UNITED STATES OF AMERICA
Product Name	TREMFYA [Combination] [Solution for injection in pre-filled pen]
What is the complaint (e.g. adverse event, special situation or product quality complaint)?	
did not work	
needle bent	
Provide the narrative or additional information here	Tremfya was not working well enough and did not relieve my symptoms

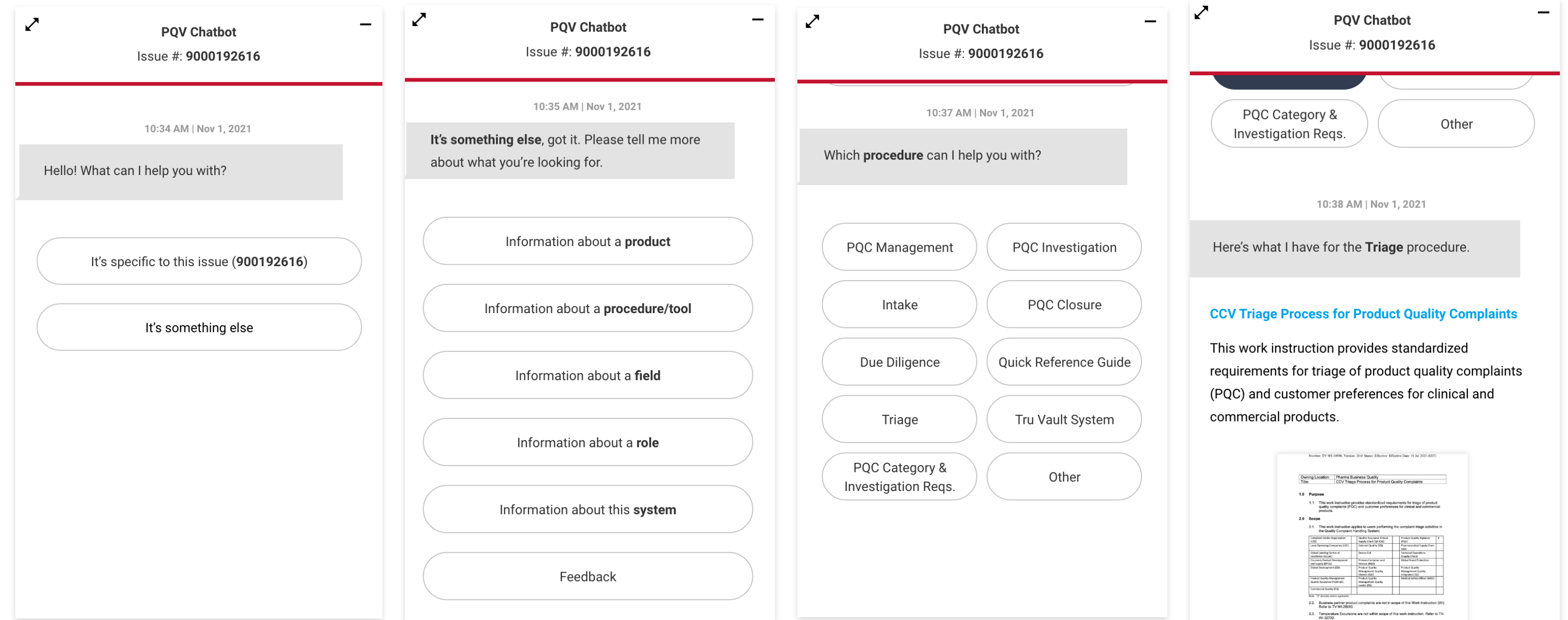
Product

Primary Suspect Product	
J&J Product Name	TREMFYA [Combination] [Solution for injection in pre-filled pen]
Product purchased in	UNITED STATES OF AMERICA
What was the formulation?	Solution for injection in pre-filled pen
Is the product lot number available?	No
Provide the lot number of the product	Unknown
Is the product sample available?	No

Solution 1

Provide resources to users around Procedures to complete the intake form.

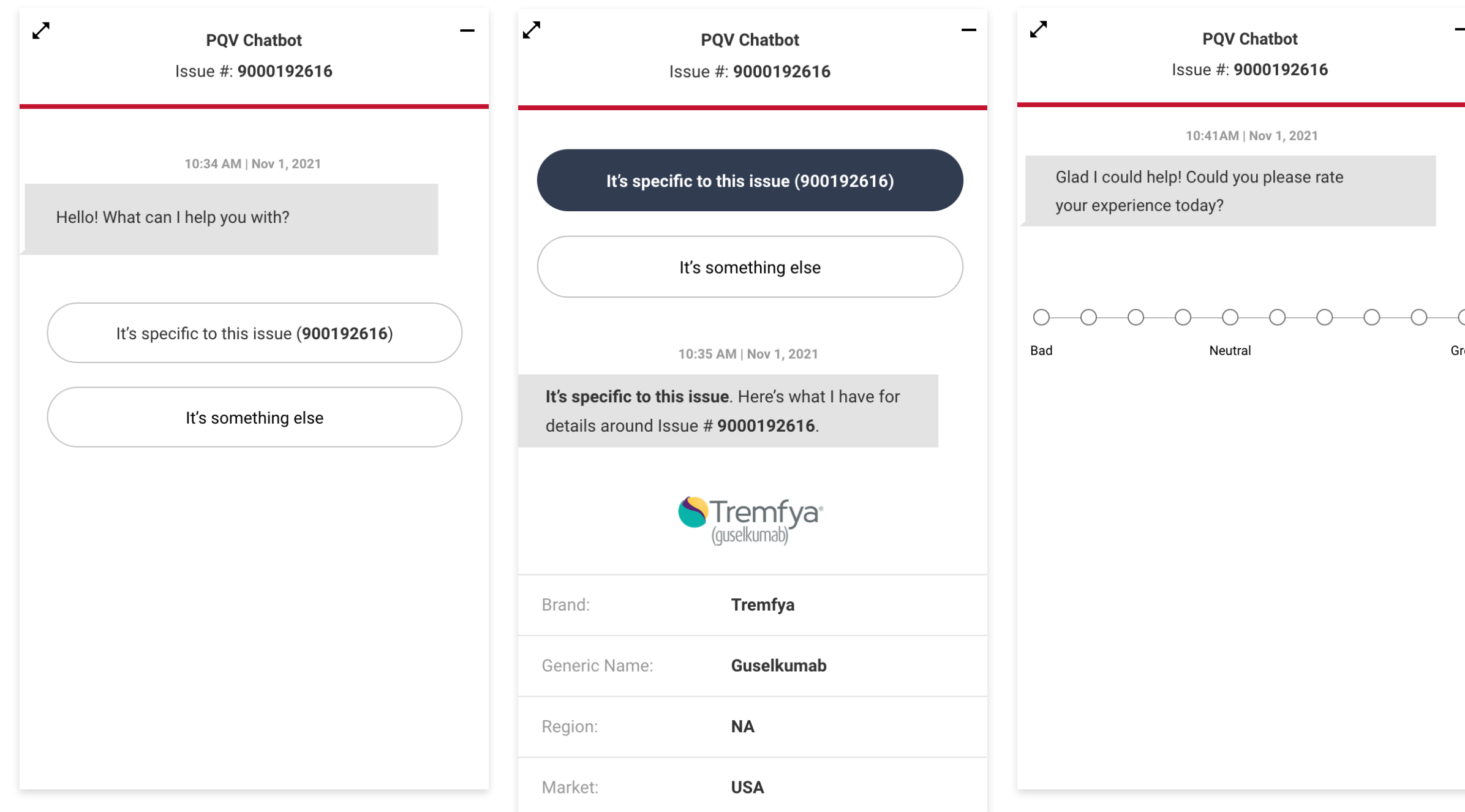
Guide users through the decision tree until they reach the required resource.



Solution 2

Increasing intelligence of chatbot. Resources are now served based on which particular issue is currently being viewed.

Instead of having to leave the experience to view which product Issue 900192616 relates to, users now can view all details related to this issue and product.



Solution 3

Chatbot counts and lists the required action items for this Issue.

Missing fields are displayed to user, and chatbot searches the backend for most similar (complete) product it can find.

Chatbot asks user to apply all changes, individually based on user preference, or finish later.

PQV Chatbot
Issue #: 9000192616 Action Items : 3

10:34 AM | Nov 1, 2021

Hello! What can I help you with?

It's about the **3 action items for this issue.**

It's something else about issue #900192616.

It's something else.

MFG Site:

RR/Owner: **SCHAFFHAUSENSTERILES**


Lot #:

Field Sample:

Attachments: **None**

10:39AM | Nov 1, 2021

And here's the **most similar product** I could find with the **missing details.**



Brand: **Tremfya**

Region:	NA
Market:	USA
Product Type:	Combo
Cold Chain:	Yes
Galenic Form:	Pre-Filled Syringe
Strength:	100.00 MG
Packaging Site:	Cilag Ag Shaffhausen
MFG Site:	Cilag Ag Shaffhausen
RR/Owner:	SCHAFFHAUSENSTERILES
Lot #:	1815823-C
Field Sample:	9263002

Do you want me to apply this **Lot #, Field Sample, and Manufacturing Site** to Issue #9000192616?

Yes, apply all 3 changes and resolve.

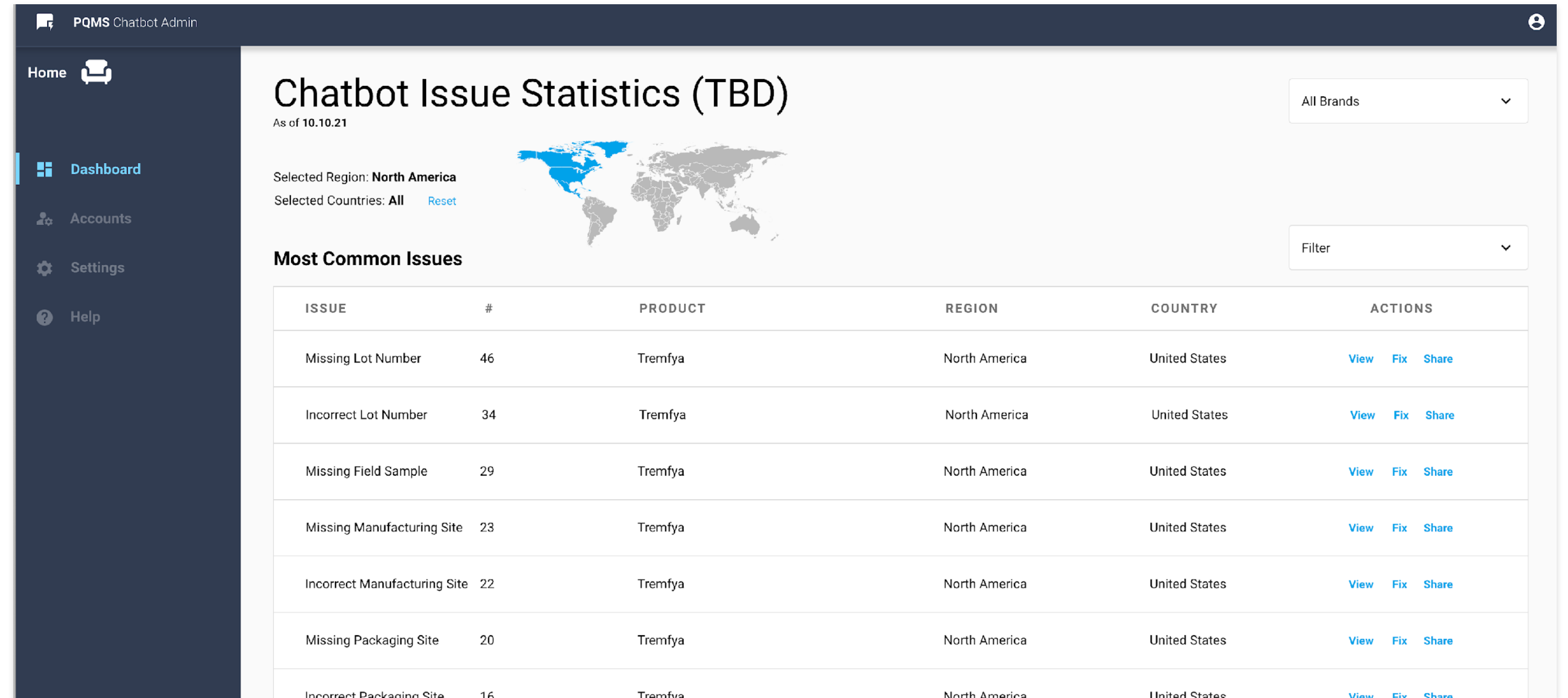
No, I'll do them individually.

No, I'll do it later. (Back to main menu)

Solution 4

Reporting dashboard of all aggregated data points through the chatbot.

Filter complaints by region, product, country, or defect.



Conclusion

Combining these 2 experiences into 1 will reduce rework and increase productivity.

Enhance trust in data and files across the enterprise with the help of front end bots.

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