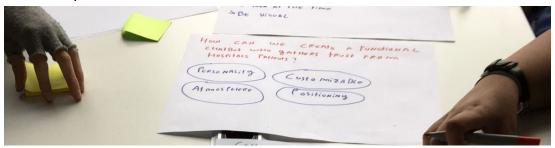
Introduction to the topic and shift back to the empathize phase (clusters of the interviews)



Open braindump

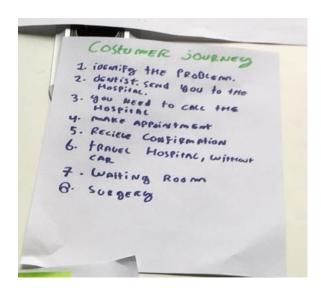
- First associations are made with the main question





Customer Journey mapping

- We dived into the empathy of the visitor of the dental department within the hospital



Pains and Gains of the process of the dental visit





Extension of limits

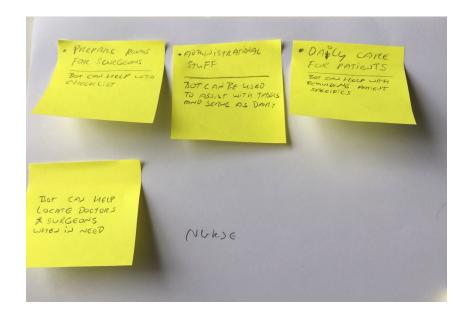
How can we solve the pains if we had?

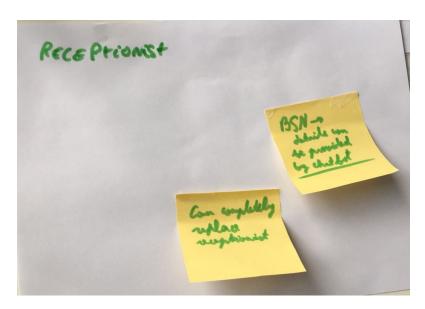
- Unlimited Money
- Unlimited resources
- All time in the world
- A non commercial business model

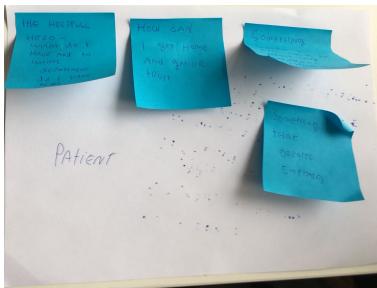


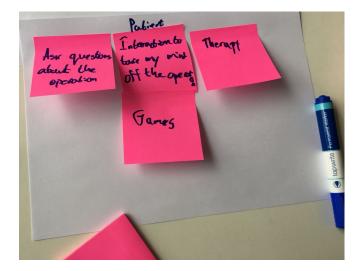
Rolestorm

How can the chatbot be functional as: Surgeon, Receptionist, Nurse or Patient?





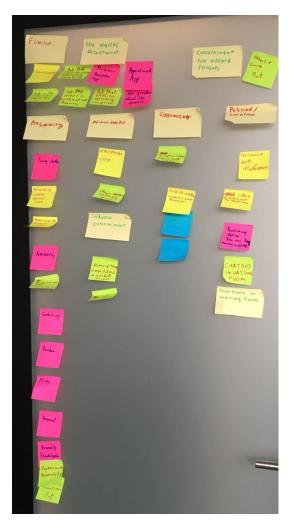


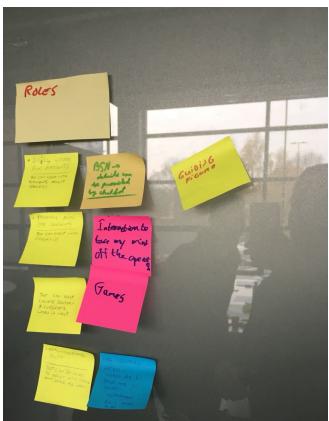


Clusters

We have selected similar and related ideas and named the clusters.

After this we have rated all our ideas from scale 1-3 with this we convirged the ideas from 100 to 15 pieces.

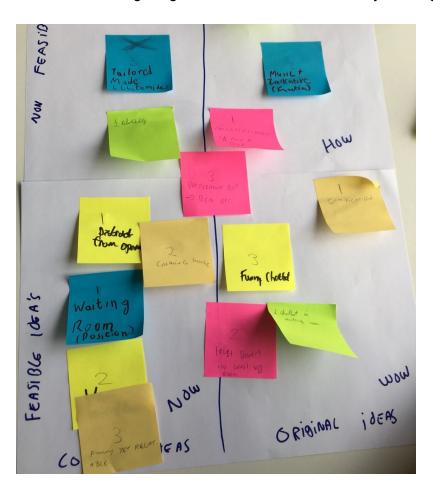






Cocd box

The 15 idea's are getting clustered on scale of feasibility and originality.



Concept Sketch

With the input of the feasible and original ideas we have sketched a concept chatbot including the clusters of the interviews and idea's

