

Chatbot services

At this point during Sleep SMART, we are able to offer you additional support with a “chatbot” service. A chatbot is a software program that is designed to interact with you as a person would. “Tess” is a supportive chatbot that provides on-demand emotional support to help you manage stress, stay balanced, and be resilient. She is also equipped to provide Sleep SMART appointment reminders. Tess is secure and confidential. You can text with Tess anytime of the day or night, as much as you like, free of charge. Sleep SMART will pick up the tab.



You can start to take advantage of this opportunity by signing up by text:



1. Text “hi” to Tess at **904-440-1717**.
2. She will then provide you with her policies and ask if you agree and would like to continue.
3. She will then ask you for your Sleep SMART subject ID: _____. Please text this to Tess. This is a key piece of information for her.

After you complete these few steps, you will be able to chat with Tess by text anytime you like!

TIPS:

- If Tess gets confused, rephrase your response and keep it simple
- If Tess texts at a bad time or you just don’t want to answer, you can simply answer later, or not answer
- If Tess says something more like a bot than a human, please excuse her circuits – she is still learning -- and save questions about anything that does not make sense for your Sleep Coach, physician, or other trusted human 😊

The conversations you have with Tess are confidential. If you provide feedback about Tess’s performance, those messages will become available to the University of Michigan and the Medical University of South Carolina research teams. This information permits us to adjust Tess to be more helpful to you and other Sleep SMART participants. Your use of Tess, but not your individual conversations, will be analyzed so we can see if Tess is helpful. If you initially take advantage of this opportunity, and later want to stop receiving messages from Tess, you can text the message “opt out” to Tess. You can resume at any time by texting Tess a new message. (Texting “stop” or “unsubscribe” will discontinue all messages permanently and irreversibly.) Sleep SMART will cover the costs of Tess’s services. You can interact with Tess as much as you like, 24 hours, 7 days a week.