Wilson, the sidekick for the disabled

Presentation abstract

Our chatbot named "Wilson" has been publicly available to Facebook Messenger's users since December 2017. Wilson acts as the sidekick for the disabled. It provides contextualized services for them and their assistants for day-to-day life, leisure, sport and more. Wilson also provides information that covers an essential need: finding nearby toilets accessible to wheelchairs. He currently knows 2718 toilets in France and about 107 000 worldwide.

Thanks to Wilson, I Wheel Share is now able to make deals with numerous associations, federations, startups and companies in and out of the disability field. In fact, Wilson provides an easy way to connect already existing accessibility solutions to people that need them at anytime and any place. It not only covers our user's needs but also allows our partners to increase their user's base. As an example, Wilson can quickly find a sport association in the user's city that suits his needs according to his disabilities and preferences.

I Wheel Share has been created to answer a simple need: make disabled people aware of all the places, products and services available to them.

That's why we developed the I Wheel Share iOS / Android app, published in March 2016. We built a significant community of users willing to share their on-site experience. We made several step-by-step improvements to the app according to our user's needs.

2 years later we realised that crowdsourcing data isn't enough. We assigned ourselves a new goal: to work with partners to share accessibility data. However, useful information is currently sporadic. Although many things are available for handicap individuals; there is no tool making them available on one platform therefore sharing them to the user at any time and place.

That's why we decided to move from a mobile app to a facebook messenger chatbot, thus progressing from technical to interactive.

We collect personal data in order to profile our users so we can offer them the best service. Our promise to users is to "get the disability tip you need anywhere and anytime ."

To do so, we mix both explicitly and implicitly collected data.

Explicit questions are critical to us in order to provide a correct answer. For example we request the kind of disability (motor disability, blind, deaf …) so the accessibility will cater to their needs.

Our current services are mainly focused on practical tips. Therefore explicit questions are key.

On an other hand, we also analyze the behaviour of our users to better understand their needs. Implicit data collection is about data learning. For example we assume that a user declaring to prefer using public transport over personal car has a high level independence profile. In this case we are more likely to offer him/her services dedicated to independent people such as travels.

User's profiling includes various parameters such as level of independence, level of disability acceptance, as well as sense of humor and credit standing.

Our future services will be increasingly based on data learning.

Lead speaker : Audrey Sovignet

> **Organisation :** I Wheel Share

> **City (Country) :** PARIS(FRANCE)

> **Biography :** Audrey Sovignet - CEO Audrey is a true hacker in her day-to-day life. She is an involved and creative social entrepreneur. After studying art, Audrey funded I Wheel Share in 2015, three years after her brother's accident that made him paraplegic.

2nd speaker : Florian Lainez

> **Organisation** : I Wheel Share

> **City (Country)** : Paris (France)

> **Biography** : Florian Lainez - CTO Florian is passionate about online crowdsourcing communities. He is involved in knowledge sharing and Open Data for the public good. He is on the lookout for innovations that help disabled people. Whatever happens, Florian is always making a team effort.