

KRISTINA - A Knowledge-Based Information Agent with Social Competence and Human Interaction Capabilities

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In association with the need for care, people with a Turkish migration background face many problems, e.g. language, cultural background and a health system with unknown rules. They have problems to get information and to deal with health services. Healthcare services are used rarer. Professional caregivers often miss information on cultural and individual characteristics. Also family caregivers from Eastern Europe, often without an adequate training, face the problem of insufficient communication and isolation. In Spain people with Northafrican background face the problem of insufficient communication and to deal with the healthsystem just the same. Here, technical support systems can play a mediating role.

The overall objective of the EU-project KRISTINA (A Knowledge-Based Information Agent with Social Competence and Human Interaction Capabilities, funded by Horizon 2020 ICT 22-2014, 03/2015-02/2018) is to develop technologies for a human-like socially competent and communicative agent, which runs on mobile devices, that serves for migrants with language and cultural barriers as a trusted information provision party and mediator in questions related to basic care and healthcare. Therefore, the needs of the user in speech, mimics and gestures have to be understood. Correct answers have to be provided. The user partners are responsible for the content-related design, testing and evaluation of the prototypes. Relevant topics and questions are selected, trustworthy information is provided.

For developing the agent, recordings are carried out. Prototypes will be provided in German, Spanish, Turkish, Polish and Arabic.

KRISTINA offers a wide range of possible applications in different settings. The possibility to talk in mother tongue promotes the intelligibility of information, and thus its implementation. KRISTINA may help to reduce language and cultural barriers and play a supportive role in intercultural care.