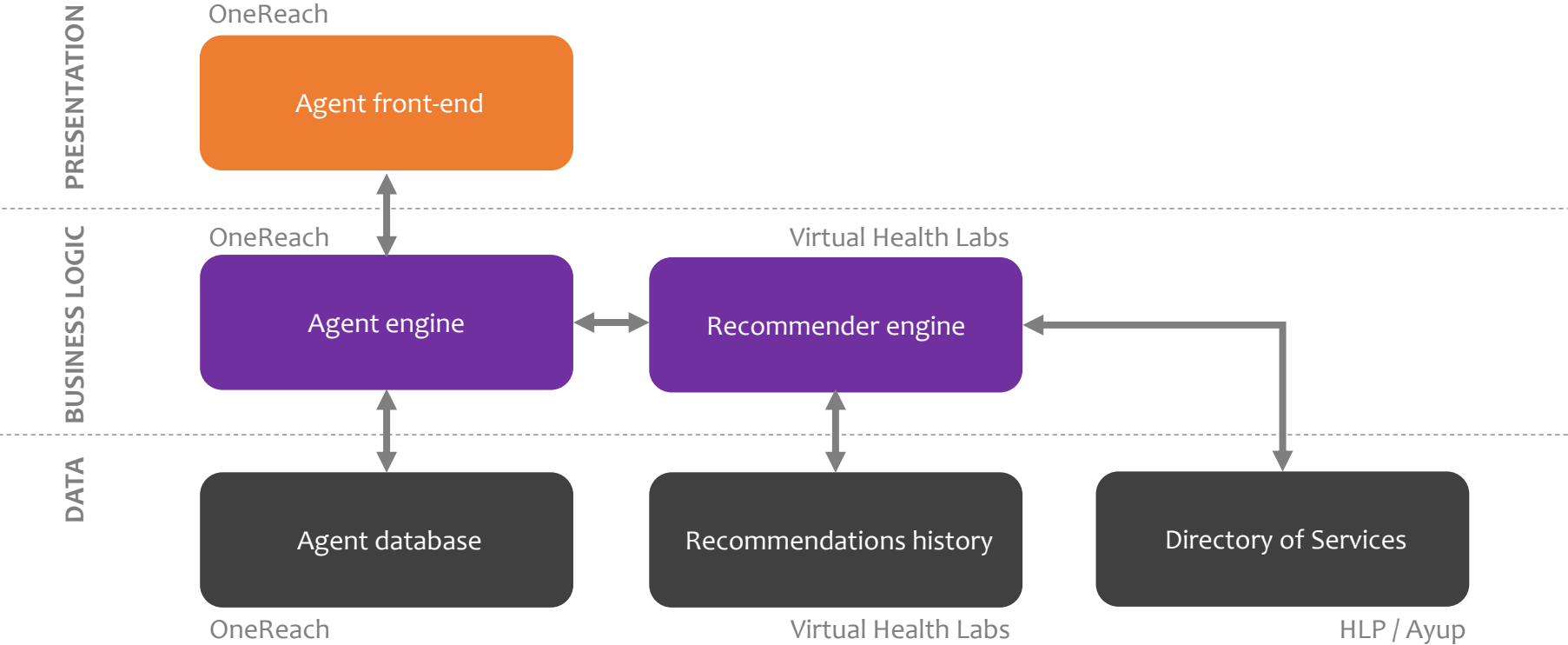


# NHS COVID19 Support Assistant

MVP – High Level Architecture v1.3



**Data flow, via appropriate interfaces:**

(1) Once the patient completes the conversation and a set of ‘conclusions’ is reached, the OneReach Agent engine sends patient id and conclusion id(s) to the VHL Recommender engine

(2) VHL Recommender engine interrogates the HLP/Ayup DoS database, applies the recommendation logic and returns to the OneReach Agent engine the patient id and recommended service id(s)

Note: VHL Recommender engine will store all patient and recommended services id pairs (recommendations history), for future evaluation and analytics

**Additional components:**

(1) OneReach Agent authoring environment

(2) Ayup DoS interface for maintenance of services database