

THE DIGITAL COMPANION

Accessibility, Communication
and Information Hub For
Migrants, Local Population and
Public Administrations

“This project has received funding from the European Union’s Horizon 2020 research and innovation programme under grant agreement No 822215”.

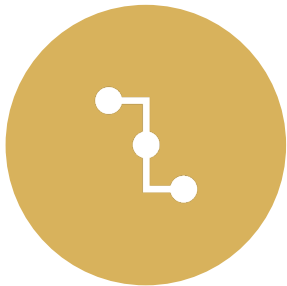
The REBUILD project



GDPR-compliant migrants' integration related background information gathering



AI-based profile analysis to empower both personalized support and policy making on migration related issues



AI-based needs matching tool



Digital companion for migrants enabling two-way communication using chatbots

Digital companion

- Technological tool to help integration of migrants by improving management procedures and communication among stakeholders
- Conceived to serve as a guide for refugees during the first stages of the integration process.
- Two-way communication using a **chatbot**.
- Available in a variety of languages.
- The DC will be designed with input from target users and local stakeholders.

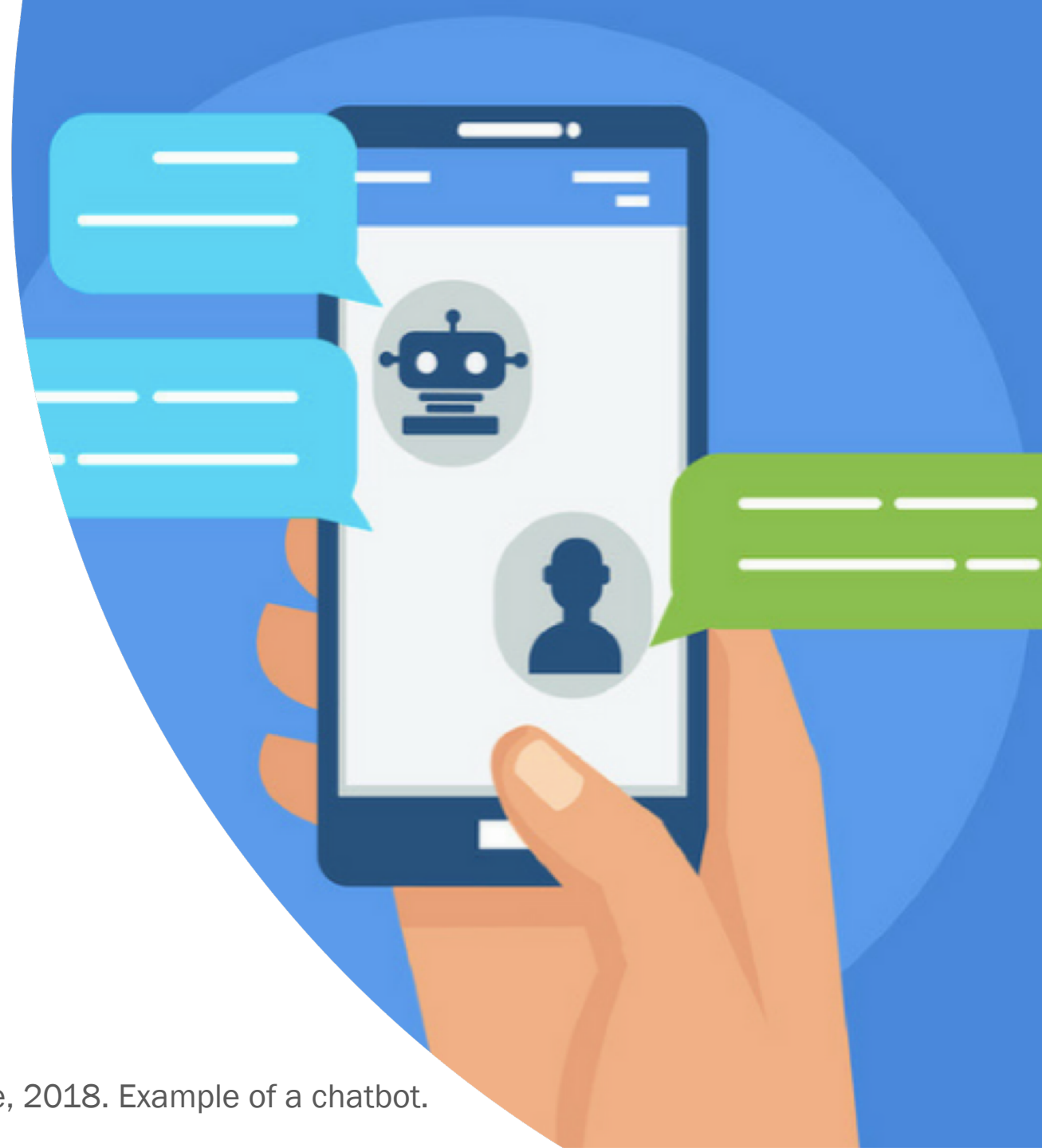


Figure 1. Chatbotslife, 2018. Example of a chatbot.

Pictograms to bridge the communication gap

Used extensively to convey important information swiftly to all individuals, irrespective of language, culture or education (Fonseca, 2011).

Previous research on the use of pictograms on the medical field (Delp and Jones, 1996; Del Re, 2016).

Cultural differences and visual literacy are key in the interpretation of pictograms (Blake Huer, 2000; Dowse and Ehlers, 2004).

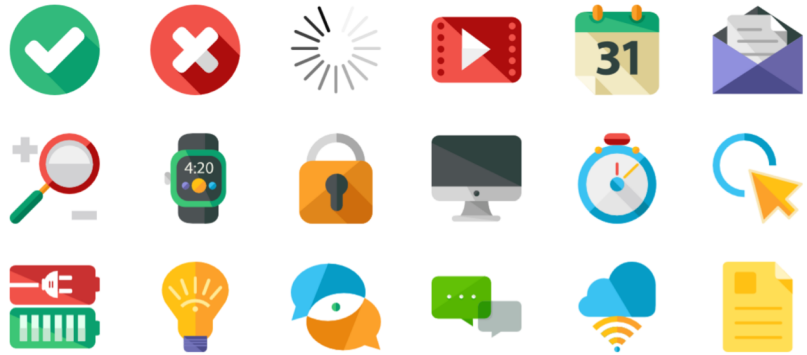


Figure 2. Flaticon, 2019. Examples of icons.

Methodology



Cultural markers for technology development

Preliminary findings



Need for sources of reliable information

Technology seen as dangerous if not used in the right way

Favour video over written content

Discourage share of personal data (consent and advertisement)

Smartphone as an "attachment object" – emotional attachment

Next steps

- Co-design processes: user requirements, user case scenarios, overall UX of REBUILD toolbox
- Co-creation workshops for scenario definition and prototype sketching
- Visual communication signs for multilinguality

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Rebuild project Website

<https://www.rebuildeurope.eu/>

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Figure 1. Chatbots Life. (2018). Chatbots Life [online]. Available at: <https://chatbotslife.com/>

Figure 2. Flaticon (2019). Flaticon [online]. Available at: www.flaticon.com