HOW THE O2O CHATBOT WORKS

The Orientation to Ontario (O2O) program offers information and orientation to newcomers to Canada to expedite and facilitate their settlement process. O2O has a tradition of offering various tools and resources catering to the different learning styles of newcomers. In keeping with this approach, O2O has developed a new tool – a Chatbot.

The bilingual O2O Chatbot brings together, all in one place, resources and information about programs and services related to the settlement needs of newcomers such as employment, education, housing, training, money and personal finances and community involvement. It also builds further on the Orientation to Ontario and International Student Connect websites and resource materials, already developed by COSTI.

How the O2O Chatbot Works

The O2O Chatbot provides newcomers to Ontario with pre-defined answers to the most frequently asked settlement questions. The information is grouped into six categories:
- Housing
- Money & Finance
- Work
- Health
- Education
- Daily Life

All information and relative responses are customized and based on the category selected and the immigration status of the user.

There are seven statuses that users can select from:
- Permanent Resident
- Temporary Resident
- Refugee Claimants
- Privately Sponsored Refugee
- Convention Refugee
- International Student
- Canadian Citizen

This approach ensures that the answers are relevant, accurate and tailored to the needs of the user. In addition, the O2O Chatbot connects users to local settlement service providers, 211 Ontario and settlement.org.
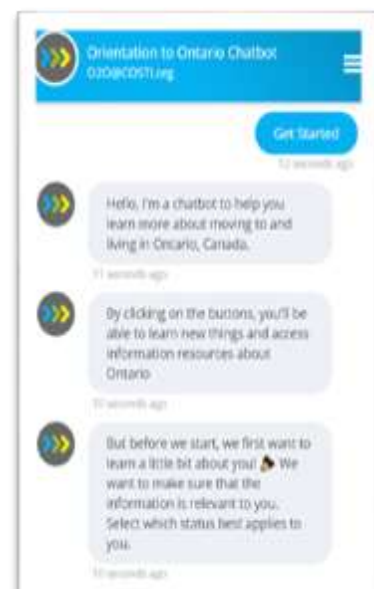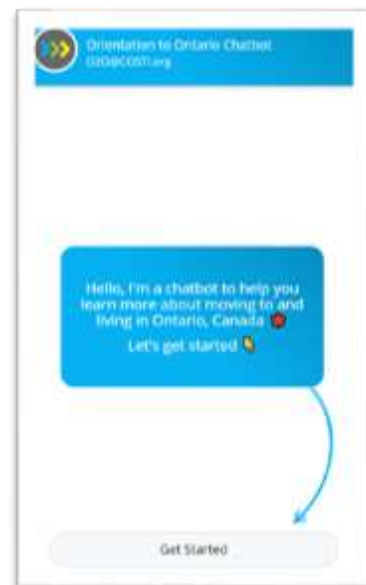
If the user requires additional information that is not included in the pre-defined responses, the chatbot also includes an option to contact the O2O Program Team.

The O2O Chatbot can be accessed at COSTI's website (www.costi.org) and O2O's website (https://settlement.org/o2o/) and available at all times.