ZOHO Creator

Extending technology capabilities with low-code

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The company

The Dickson Lab (TDL) is a physical and mental well-being clinic based in Kuala Lumpur, Malaysia. Using scientifically proven technology, TDL treats and coaches people from all walks of life with biometric assessments, music therapy, and wellness coaching. What follows is an account of how they used Zoho Creator to reduce their time on manual data entry and reporting.

EmoWave™ is a technology which uses sound waves to map out an individual's emotional intelligence (EQ) blueprint. When clients want to take the assessment, they're asked to fill in a form with their details. On submission, the form details are sent to the lab, which processes the service request.

An email with a link to the voice recording mobile application is then sent to the client. On completion of the recording, the client's voice is run through the EmoWave™ technology, which picks up details from their voice wave and converts it into raw data. This data is transformed into a readable report that the lab's well-being coach uses to make the right diagnosis for the client.

The challenge

Implementing process automation at scale might seem impossible for many organizations, with the complexity surrounding legacy processes and technologies. The Dickson Lab had several legacy systems, each automating a single function in the process workflow. This was both confusing and time-consuming to transfer data from one system to another. For example, someone had to manually enter client data from spreadsheets into the voice-processing application, and vice versa.

The easiest way to modernize legacy systems is to replace the entire ecosystem with a new system or technology. But this is often costly and disruptive, and can even halt business-critical processes. Hence, TDL chose a gradual transformation approach, which could solve their automation problems with minimal-to-no major shift in their operations.

That's when Zoho Creator came to their rescue. Omar Khamam, CEO of The Techno Set Sdn. Bhd introduced the idea of customized low-code solutions and their benefits to The Dickson Lab team. With Creator, TDL was able to automate many of its manual processes from end to end, while simultaneously making space for new technologies.

The solution

TDL uses Creator to automate two functions: data collection and reporting. The initial client information and consent are recorded using a public Creator form.

A lot of clinically relevant data is held in free text, like finding actionable markers, treatment recommendations, or clinical trial matchings. Though not structured and readily readable, it's full of nuances that help connect the dots and get a fuller picture of patients.

Creator's record template feature allows TDL to present the data associated with relevant records in a meaningful and structured manner. With an intuitive interface and simple drag-and-drop controls, they're able to build a customized report based on voice analysis. The well-being coach then uses this report to provide the correct diagnosis for the client and counsel them accordingly.

> The Dickson Lab started using Zoho Creator in 2016. Our business is about humanitarian efforts, so we need a lot of time to spend on the human touch. After Creator, I can process information, consult regularly, and coach children and their families without worrying about the manual work behind it.
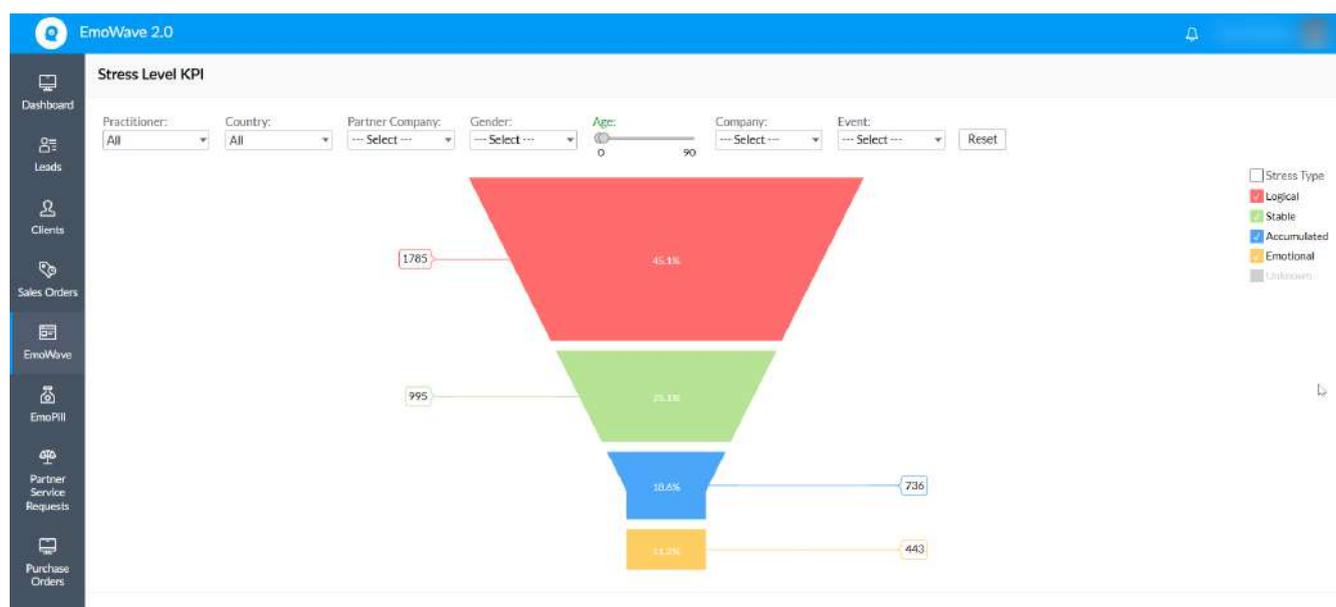> **- Aleen Foo, Coach, The Dickson Lab**

Benefit and ROI

Let's take a closer look at how low-code simplified internal processes, decreased time spent on manual activities, and improved customer experience at TDL.

Advanced reporting to the rescue

With record templates, TDL could customize reports based on their specific needs allowing them to understand data with visualizations and make informed decisions faster.

Zoho Creator helps save a lot of time. Instead of spending thirty minutes entering data and running a report, I only need five minutes. Multiply that by the number of daily reports, and you can imagine how much time I save daily.

- Aleen Foo, Coach, The Dickson Lab

Going global? Localization is key

Getting mired in the complex details of localization wastes not only precious time but also money. Through its translation feature, Zoho Creator allowed TDL to make its services consumable to a wider audience, by supporting languages like Thai, Chinese, Hebrew, and more.

> What Zoho Creator has brought to me from day one to now is globalization. So instead of just doing business from Malaysia, we can now go overseas and extend our presence to other Asian countries like Indonesia, Thailand, Hong Kong and China, and the Middle East and Africa.
>
> Whenever I want a report in a local language, say I need it in Mandarin, I simply have to select it from the list of languages available within the platform, and I have it ready in the required format in a few minutes. All I have to do is print it and I can use it for further client assessment.
>
> **- Aleen Foo, Coach, The Dickson Lab**

你的名字 ████████   日期: 27-Sep-2021   **emowave**
Life's Journey is fun

1. 您的压力指数

| 19.30 |

如果情绪压力指数超过12%，这表示您顺从内心，因而与社会的连接比较强烈。您的压力来自于情绪，您关心他人多于关心您自己。您会不由自主地关注他人也随时准备帮助他人。很多时候，他人的问题成为您的关注的目标。关心他人是友善的动作，如果您被这些善意的举动压抑或超载了，很大可能将会引发心理障碍，这全来自于您对他人的过度关心而忽略了自己的情感需求。

逻辑	稳定	情绪积累	情绪化	极端
0~5%	6~11%	12~20%	20~54%	>54%

2. 您的情緒狀態與音律間的行為表現

高頻率的/高階頻率	低頻率的/低階頻率
镇静,愉快 冷漠	恐惧,悲伤(或难过) 惊讶

音符 1	常規反應
E	时常寻求喜悦但内心却会有矛盾。容易悲喜交加（易喜易优），内心起伏很大。趋向忧郁、悲伤，总是希望能得到解脱。 表面个性冷酷，让人难以捉摸或解读内心。 为人不是极度正面就是极度负面的个性，拥有很远大的想法。 严肃和带有优越感。为人正规。 有可能会陷入依赖和对某个目的的渴望的情况。 有点胆怯。容易喜怒无常。 有时面对负面情况可能会有过激反应。

音符 2	常規反應
D	充满活力、热情开放和引人注目的容易被激怒，却有一个宽阔的心与温和的性格。 第一眼看起来比较严厉，实际是冷静、快乐与追求和平的人。 有时会担忧，但快乐还是会比伤心多。

C C#	D D#	E F	F# G	G# A	A# B
抒情乐曲	流行乐曲	古典音乐	摇滚音乐	饶舌音乐	重金属音乐

缓慢地 定能实现	速度快 强调安全	高速度 精美优雅	超快速 积极进取

您声音的旋律就像是音乐的曲调。它显示您的正面以及负面的情感指标。所以您情绪的正负面是基于您的选择，每一种情感类型都有其分支情感，分支情感分析的目标是让您有意识地了解您自己的情感，并找出正确的策略去鞭策自己向前迈进。当您发现自己正处于一个消极负面的情感模式，请自问："我能做些什么来鞭策自己突破负面情感并向前迈进呢？"

反覆的情緒: 反覆出現的情緒   **深層情緒/內在情緒:** 最頑強的情緒

c1	镇定且从容; 彬彬有礼且自豪

w1	过多担心会变得没耐心
	担心导致抑郁情况出现。

Data protection and security

Due to the nature of data, security in clinical healthcare has become a unique challenge. Organizations must balance protecting patient privacy and providing quality care while complying with government regulations. With Creator, TDL could enhance internal data security by design, rather than relying on external bolt-on security solutions.

> We have different coaches dealing with multiple departments, and owing to client data privacy, we have to ensure that relevant information is available only to some. With Creator, we can easily set permissions to restrict or enable access to our documents and reports.
>
> **- Aleen Foo, Coach, The Dickson Lab**

Looking forward

Low-code can help organizations achieve digitization efficiently and eliminate siloed processes. It helps bring consistency in building applications and maintaining a system's lifecycle, which is critical to digital transformation. As workflow and process requirements change over time, so can low-code systems.

> Whenever we have a problem, we immediately think whether we can solve it with Creator. The coaches are happy, the end clients are happy, and everything's just so much easier. We look forward to continuing to use Creator to automate more manual processes.
>
> **- Aleen Foo, Coach, The Dickson Lab**

About Zoho Creator

At Zoho Creator, we've always worked towards a single purpose—empowering users to build functional apps with minimal coding expertise. We've helped **14,000+** brands create bespoke solutions and improve their end-to-end operations across a variety of industries. With over **16 years of experience** in catering to **B2B and B2C organizations**, we have the best tools in the trade to help you improve your business.

You can get started with Creator by visiting our signup page. You can also check out our prebuilt apps to get started right away.

ZOHO Creator

www.zoho.com/creator

We'd love to talk! Reach out to us

hello@zohocreator.com