# Emotion Detection From Facial Expressions Using Cnn And Lstm For Enhanced Accessibility For Blind Individuals

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Abstract- Facial expressions are a crucial component of human communication, conveying emotions that enrich social interactions. For blind individuals, this nonverbal channel is inaccessible, hindering their ability to fully understand social cues. This work suggests a novel method that combines an LSTM (long short-term memory) network and a convolutional neural network (CNN) for accurate emotion recognition from facial expressions, aiming to enhance accessibility for blind individuals. The proposed model leverages the hierarchical features learned using Long Short-Term Memory (LSTM) networks to record temporal relationships in facial image data and Convolutional Neural Networks (CNNs) to extract spatial featuresfacial expression sequences. By combining CNNs and LSTMs, the system aims to achieve high accuracy in detecting emotions from facial expressions. This information can then be communicated to blind users through audio feedback, providing them with a window into the emotional landscape of their interactions.

*Keywords*- Long Short-Term Memory (LSTM), Convolutional Neural Network (CNN), Emotion detection, deep learning, spatial feature extraction, temporal dependencies.

# I. INTRODUCTION

In our rapidly evolving digital landscape, accessibility remains a critical concern, particularly for individuals with visual impairments. For these individuals, navigating the world can be challenging, especially facial expressions, poses a significant challenge. Without access to visual information, blind individuals may struggle to discern the subtle nuances of facial expressions, hindering their ability to navigate social interactions effectively. To address this barrier and enhance accessibility for the blind people, advanced technological solutions have emerged, leveraging state-of-the-art deep learning methods include Long Short-Term Memory (LSTM) networks and Convolutional Neural Networks (CNNs).

Convolutional neural networks, or CNNs, have proven to be remarkably effective in tasks involving image recognition by extracting hierarchical features from input images. When applied to facial expression CNNs are particularly good at recognizing complex facial patterns and nuances associated with various emotions. Leveraging this capability, blind individuals can benefit from an enhanced understanding of the emotional states of those around them, thus fostering smoother communication and social integration.

Complementing CNNs, Long Short-Term Memory (LSTM) networks offer sequential data processing capabilities, making them ideal for modeling temporal dependencies in facial expressions. By analyzing the temporal evolution of facial expressions captured in video sequences, LSTM networks can discern subtle changes indicative of different emotions. This temporal understanding adds depth to emotion detection systems, enabling more accurate and nuanced interpretations of emotional states.

Here, we present a novel approach to emotion detection tailored specifically for the needs of blind individuals. The proposed system aims to bridge the accessibility gap by providing real-time emotion recognition capabilities, thus empowering blind individuals to engage more effectively insocial interactions and navigate their surroundings with greater confidence and independence.

# **II. LITERATURE REVIEW**

Using CNNs and LSTMs, the literature survey reviewsshow various approaches to improve emotion detection from facial expressions.Deep learning-driven face emotion identification for blind people. The article describes the development of a deep learning system using convolutional neural networks (CNNs) to create a facial emotion recognition system. The author created two models. The second model, based on transfer learning, achieved 75.55% accuracy in classifying facial expressions into 4 groups using a cleaned version of the FER-2013 dataset. Using the FER-2013 dataset as its training set, the first model, a CNN architecture, achieved an accuracy of 67.18% in classifying facial expressions into 7 distinct groups. An improved version of the transfer learning model was applied on an Android smartphone.

The model captures images, classifies facial expressions, and converts the results into speech to assist visually impaired individuals in understanding the emotions of others [1]. Using CNN and the ResNet50 architecture, a facial expression detection system for the blind people, this study focused on developing a real-time facial recognition and expression detection system for blind individuals to improve their social interactions. It highlights the lack of existing applications combining face and facial expression recognition, leading blind users to rely on multiple apps. Three face identification methods are compared in the article, and Dlib is chosen for additional processing using Support Vector Machine (SVM) and Histogram of Oriented Gradients (HOG). It achieves 70% training accuracy and 60% validation accuracy by using Convolutional Neural Networks (CNN) for facial emotion identification and ResNet50 for face recognition [2].

A portable, partly transfer learning-based face expression recognition system for individuals with visual impairments, the authors propose a facial expression recognition system to address this challenge. They apply CNN that has been specially trained using a partial transfer learning strategy, achieving a remarkable accuracy of 82.1%. The system's lightweight and portable design makes it ideal foruse on low-resource edge devices. The model effectively recognizes three labeled emotions(happy, sad, surprise)with high accuracy, while anger, disgust, and fear exhibit lowerrecognition rates and misclassification issues[3]. Attention-based neural network-based facial emotion recognition for visually impaired, the paperproposed a model at assisting visually impaired individuals (VIPs) in interpreting facial expressions. The Convolutional Neural Network (CNN) model architecture is designed to recognize emotions in realtime and is evaluated on the FER2013 dataset with positive results. Furthermore, a web application is developed to demonstrate the model's capabilities, providing audio feedback to VIPs to aid in understanding the emotions conveyed by facial expressions [4].

Using machine learning approaches to improve visually impaired people's real-time emotional perception, the paper focused on Visually impaired people face many challenges in their daily lives, including understanding the emotions of others during conversations. This work aims to address this challenge using machine learning technologies. The developed system includes hardware and software to identify the emotion and intensity of the person speaking. This information is then conveyed to the visually impaired person through audio signals to help them better understand the mood of the speaker. The system is designed to be cost-effective, using minimal hardware and software components. This work proposes novel approaches in each stage to reduce computational load and improve accuracy for real-time applications [5].

Developing a system for visually impaired persons, an emotion analyzer called Emolyzer can be used to assist those who are blind detect the emotions of the person they are interacting with. The proposed method involves using spectacles with a built-in camera to capture video of the person communicating with the visually impaired individual. Earphones are used to transmit the detected emotion to the user. The device can identify basic emotions such as happiness, sadness, neutral expressions, and anger, making it a helpful effective tool for visually and impaired people.Emolyzer is built using a Raspberry Pi and is designed to be portable for easy use. It is trained on the FER2013 dataset, which contains over 35,000 grayscale images. The open-source OpenCV Python library is used for face detection. The detected emotion is then converted into speech using Python libraries like play sound[6].

Patient Monitoring Using Emotion Recognition, the author discusses the utilization of deep neural networks for patient emotion recognition, particularly focusing on multimodal approaches combining facial expressions, speech, and body gestures. The research involves capturing photos and videos using surveillance equipment and analyzing body motions, voice expressions, and audio-visual cues. The study compares the accuracy of emotion recognition using different activation functions, highlighting the effectiveness of the SoftMax function in providing outputs within a range suitable for emotion prediction [7]. Emotion recognition using deep neural network with vectorized facial features, a novel vectorized facial feature for facial expression will be introduced. The vectorized facial feature can be used to build a DNN (Deep Neural Network) for emotion recognition.Using the proposed vectorized facial feature, the DNN can predict emotions with 84.33% accuracy. Nevertheless, compared with CNNs (Convolutional Neural Network) with similar performance, training such DNN requires less time and data [8].

Recognizing emotions on a mask. In this work, the author proposed a facial emotion recognition method for masked facial images using low-light image enhancement and feature analysis of the upper features of the face with a

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convolutional neural network, based on facial landmarks and deep learning approaches for visually impaired people. The suggested method makes use of theAffectNet image collection, which consists of 420,299 photos and eight different kinds of face expressions. A convolutional neural network is then used to incorporate the features, the coordinates of the recognized landmarks, and the histograms of the directed gradients into the classification process. An experimental evaluation on the AffectNet dataset demonstrates that the suggested strategy outperforms the others with an accuracy of 69.3%[9].

Facial emotion recognition based on deep transfer learning and improved resnet18, the paper introduces an advanced method for facial emotion recognition (FER) using deep convolutional neural networks (CNNs). It addresses performance challenges in existing FER approaches by CNN-based system proposing а with two main features: Transfer Learning (TL): This involves adapting a pretrained Deep CNN model for FER by replacing its top layers with ones suitable for the task. The model is then fine-tuned using facial expression data, leveraging the knowledge from the pre-trained model.Improved ResNet18 model: The paper enhances the ResNet18 model, known for its high accuracy, to further enhance its performance in FER. The proposed method achieves impressive accuracy rates of 98% on the CK+ dataset and 83% on the FER2013 dataset, demonstrating the effectiveness of the enhanced ResNet18 model and the use of transfer learning in FER [10].

This work aims to detect eye emotion of images with varied head poses with high accuracy and low complexity by recognizing spontaneous emotion from the eye area under multiple head configurations. The current method extracts feature from principal component analysis (PCA) and uses fuzzy clustering to classify the data. The current state of emotion recognition accuracy is quite poor. The suggested solution introduces a novel emotion recognition methodology to address this issue. Compared to all other state-of-the-art methods, the suggested eye emotion detection with various head positions method offers higher accuracy and reduced complexity [11]. Enhancing the identification of face emotions through image processing and deep learning, the paper focuses on improving static image recognition, which may not directly translate to real-time video analysis. Humans combine facial expressions with verbal communication. The author proposed pre-processing methods new using: Unsharp mask that enhances image texture and details and Histogram equalization that improves contrast and brightness. The author done this using Convolutional Neural Networks (CNNs) which is used to classify images into 7 emotions on the FER-2013 dataset.CNNs achieve 69.46% accuracy on the test set andTransferlearningwithpre-trainedmodels(ResNet50, SeneT50, VGG16, FaceNet)improvesaccuracy to 76.01%using an ensemble of 7 models [12].

Facial expression recognition to aid visually impaired people, this work explores the application of facial expression recognition systems, particularly beneficial for visually impaired individuals inenhancing non-verbal communication. It examines current studies in the area and highlights the advantages of deep learning techniques, especially convolutional neural networks (CNNs). The study proposes two approaches: 1. Utilizing pre-trained CNN models with Linear SVM classifier on CK+ and JAFFE datasets, achieving maximum accuracies of 89.6% and 95.7% respectively, 2. Building a CNN model from scratch on CK+ and FER2013 databases, achieving accuracy rates of 85% and 65.8% respectively [13]. Stratified cross validation, fuzzy support vector machines, and biorthogonal wavelet entropy are the foundations of facial emotion identification. An innovative emotion recognition system based on photos of people's facial expressions is presented in this research. Twenty subjects posed seven different emotions, and multiscale features were extracted using entropy of biorthogonal wavelets. A fuzzy multiclass support vector machine classifier was utilized, and a stratified cross-validation approach ensured rigorous validation. Statistical analysis revealed an impressive overall accuracy of the suggested approach is 96.77±0.10%[14].

A real time emotion detection application: Eye Hope, this paper introduces an Android application called "Eye Hope" designed to reduce dependency for blind and visually impaired individuals. The app aims to bridge communication gaps by enabling users to perceive and identify the expressions of those they interact with, whether speaking or listening. It utilizes real-time communication with blind users through frames captured by a mobile camera, processed for face and emotion detection using OpenCV. The detected emotions are converted to speech for the user to hear through connected earphones, enhancing their ability to effectively communicate and interact with others. The implementation and future enhancements of the application are expected to improve the lifestyle and communication capabilities of blind and visually impaired individuals [15].

Through the use of non-intrusive wearable computers, physiological signals can be used to identify human emotions, the paper explores the interplay between emotions and cognition in human-computer interaction (HCI) and user modeling, emphasizing the significance of emotions in these contexts. It introduces a multimodal system designed to recognize users' emotions and respond accordingly based on context or application. The paper details an emotion elicitation experiment conducted using wearable computers to collect physiological signals (galvanic skin response, heart rate, temperature) mapped to specific emotions. Results from supervised learning algorithms categorizing these signals in terms of emotions are presented, along with their generalization to new signal collections. Lastly, the paper discusses the emotion recognition's wider implications and possible uses for multimodal intelligent systems [16].

#### A. EXISTING SYSTEM

The existing system of emotion detection from facial expressions using SVM and CNN algorithms can be adapted to assist blind people by converting visual information into auditory or tactile feedback. The Support Vector Machine (SVM)can effectively classify high-dimensional data by determining the ideal hyperplane to divide various groups and on the other hand Convolutional Neural Networks(CNNs) excel at learning hierarchical representations of data, making them well-suited for capturing spatial patterns in images, including facial expressions. Combining SVM and CNN can leverage the strengths of both algorithms, with CNNs extracting features from facial images and SVMs performing classification based on these features.SVM and CNN algorithms can handle non-linear relationships between input features and emotions, which is essential for accurately modeling the complex and non-linear nature of facial expressions. However, the performance of SVM and CNN algorithms heavily depends on the quality and diversity of the training data. Thebiases or inaccuracies in the training data can lead to poor generalization performance and reduced accuracy in real-world applications. Here, accuracy can be misleading when dealing with imbalanced datasets, where one class dominates the data and it might not provide a clear picture of the model's performance, especially if the classes are unevenly distributed. Addressing these challenges requires interdisciplinary efforts, including advancements in machine learning algorithms and data collection techniques.

#### **III. PROPOSED WORK**

The proposedwork entails a comprehensive of emotion detection from facial expressions. For improved accessibility for blind people, convolutional neural networks (CNN) and long short-term memory networks (LSTM) are used. Long Short-Term Memory Networks (LSTM) are wellsuited for modeling sequential data, which enables them to capture temporal dependencies in facial expressions over time. Convolutional Neural Networks (CNN) are excellent at capturing spatial information from images, making them suitable for extracting features from facial expressions. The model can capture both the temporal and spatial components

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of facial expressions by combining CNNs with LSTMs, which may result in a more accurate detection of emotions.

The study begins with the collection of a diverse datasetof facial images labeled with corresponding emotions, ensuring representation across different demographics and expressions. Then the dataset undergoes preprocessing the images to enhance quality, normalize lighting, and align facial landmarks. The next step is feature extraction with CNN where itutilizes a pre-trained CNN architecture (e.g., VGG, ResNet) to extract spatial features from the preprocessed facial images and fine-tune the CNN on the emotion detection task to capture relevant facial features. Sequence generation for (LSTMs) converts the spatial features extracted by the (CNNs) into sequences suitable for input into the LSTM network.It defines the sequence length based on the desired temporal context (e.g., sequence of frames over time). The purpose of the LSTM network is to record temporal dependenciesin facial expressions. Itspecifies the number of LSTM layers, hidden units, and dropout rates to prevent overfitting.

The models are then trained on the dataset using activation functions and optimization algorithms, followed by evaluation employing common measurements like F1-score, recall, accuracy, and precision. Finally, by developing a userfriendly interface tailored to blind individuals involves creating an accessible and intuitive system like Voice Commands, Tactile Feedback, Speech Output that allows blind users to interact with the emotion detection application effectively. By incorporating suchfeatures, the user-friendly interface can empower blind individuals to interact with the emotion detection application seamlessly and independently. Thus, this proposed work aims to provide valuable insights into the effectiveness of CNNs and LSTMs for emotion detection from facial expressions, contributing to the development of more reliable and efficient detection systems.



Fig 3.1 CNN AND LSTM ARCHITECTURE

A. Train Phase:

## 1. Data Preparation

**Data Collection**: assemble a varied dataset of face photos that have been assigned emotional labels.

**Data Preprocessing**: Preprocess the images to enhance quality, normalize lighting, and align facial landmarks.

2. Feature Extraction with CNN

**CNN Utilization**: Utilize a pre-trained CNN architecture to extract spatial features from the preprocessed facial images.

**Fine-tuning**: Fine-tuning the CNN on the emotion detection task to capture relevant facial features specific to the dataset.

3. Sequence Generation for LSTM

**Sequence Conversion**: Convert the spatial features extracted by the CNN into sequences suitable for input into the LSTM network.

**Sequence Length Definition**: Define the sequence length based on the desired temporal context (e.g., sequence of frames over time).

4. LSTM Model Training

**Architecture Design**: Design the architecture of the LSTM network to capture temporal dependencies in facial expressions.

**Hyperparameter Specification**: Specify the number of LSTM layers, hidden units, and dropout rates to prevent overfitting.

**Initialization**: Initialize the LSTM network with random weights or pre-trained weights.

**Training Process**: Train the LSTM network on the sequences of features extracted by the CNN, optimizing for emotion classification.

**Loss Function and Optimization**: Define the loss function and choose an optimization algorithm for training.

B. Test Phase:

1. Data Preparation

**Test Dataset Preparation**: Prepare a separate test dataset of facial images labeled with corresponding emotions. Ensure it's distinct from the training and validation datasets.

**Preprocessing** (**Reused**): The test photos should be preprocessed in the same way as during training.

2. Feature Extraction with CNN (Reused)

**CNN Utilization (Reused)**: Utilize the same pre-trained CNN used during training to take out the test facial photos' spatial properties.

3. Sequence Generation for LSTM (Reused)

**Sequence Conversion (Reused)**: Convert the spatial features extracted by the CNN into sequences suitable for input into the LSTM network.

4. Model Prediction

**Input Sequences**: Input the sequences of features into the trained LSTM model.

**Prediction Generation**: Generate predictions for each test sample, predicting the corresponding emotion label.

**Confidence Scores**: Obtain probability scores for each emotion class, indicating the model's confidence in its predictions.

5. Performance Evaluation

**Comparison and Metrics Calculation**: Compare the predicted emotion labels with the ground truth labels from the test dataset. Calculate evaluation metrics such as accuracy, precision, recall, and F1 score to assess the model's performance.

Analysis and Generalization Assessment: Analyze any misclassifications and evaluate how well the model generalizes to new data.

C. Dataset for Evaluation:

The FER2013 dataset is a popular reference pointdataset for evaluating facial expression recognition (FER) systems. It consists of facial images annotated with emotion labels, making it suitable for training and evaluating emotion detection models. There are 35,887 48x48 pixel grayscale pictures in the FER2013 collection. One of seven emotion categories-anger, disgust, fear, happiness, sorrow, surprise, or neutral-is named for each image. The images are partitioned into three sets: a training set (80%), a public test set (10%), and a private test set (10%). The images in the FER2013 dataset were collected from various sources, including the internet, to provide a diverse representation of facial expressions. The images cover a wide range of ages, ethnicities, and gender, enhancing the dataset's diversity. The training set consists of 28,709 images, while both the public and private test sets contain 3,589 images each.Each set includes examples of all seven emotion classes, ensuring balanced class distribution.Emotion detection modelsare then trained on the training set and validated them using crossvalidation or a separate validation set. The performance of the trained models is then evaluated on the public test set, which serves as a standardized benchmark for comparison. Finally, emotion detection models trained and evaluated on the FER2013 dataset using standard performance parameters including F1 score, recall, accuracy, and precision. These measures shed light on the model's overall performance as well as its capacity to accurately categorize emotions across various classifications.

## **IV. RESULT**

CNNs, or convolutional neural networks, are essential in extracting relevant spatial features from input images. CNNs are made up of several layers, including fully connected, pooling, and convolutional layers. In the context of emotion detection, the initial convolutional layers analyze the input facial images to extract details at the lowest level, like patterns, textures, and edges. These layers use learnable filters (kernels) to convolve over the input image, capturing spatial information in a hierarchical manner.Upon traversing multiple convolutional layers, the network acquires the ability to extract progressively intricate and abstract elements from the input data. This hierarchical representation allows CNN to capture important facial characteristics relevant to emotion recognition, such as facial expressions, eye movements, and mouth shapes.Each convolutional layer is typically followed by a non-linear activation function (e.g., ReLu), which introduces non-linearity into the network as well as enables itto become knowledgeable on intricate maps between input images and emotion labels. This non-linearity allows CNN to model the non-linear relationships present in facial expressions more effectively.Convolutional layers are separated by pooling layers (such as max pooling) in order to down sample the feature maps and reduce spatial dimensions while maintaining significant features. Pooling helps the network become more invariant to small spatial variations in facial expressions, improving its ability to generalize across

different faces and viewpoints. To create probability scores for each emotion class, the output of the final convolutional layers is flattened and passed into one or more fully connected layers. A SoftMax activation function then comes next. These probability scores indicate the likelihood of each emotion being present in the input facial expression. During training, the network's parameters are adjusted using techniques like backpropagation and gradient descent to minimize the difference between predicted and true emotion labels.

The Long Short-Term Memory (LSTM) algorithmis used here capturing temporal dependencies and sequential in information inherent in facial expressions. Facial expressions are dynamic and evolve over time. LSTM is well-suited for modeling temporal dependencies in sequential data, making it ideal for analyzing time-series data like videos or sequences of facial images. LSTM networks are composed of memory cells that can maintain information over time, allowing them to remember past observations and capture long-term dependencies. This memory capability is crucial for understanding the evolution of facial expressions and detecting subtle changes in emotion over time. LSTMs incorporate gating mechanisms, such as the input gate, forget gate, and output gate, which regulate the flow of information within the network. These gates enable LSTMs to selectively update and retain information based on its relevance to the task at hand, improving the model's ability to learn complex patterns in facial expressions. During training, the LSTM network learns to extract features from sequential input data, such as sequences of facial images extracted by a Convolutional Neural Network (CNN). By iteratively adjusting its parameters through backpropagation, the LSTM learns to encode relevant information from the input sequences and make predictions about the corresponding emotions expressed in the facial expressions. Once trained, the LSTM network can predict the emotional state of an individual based on the temporal evolution of facial expressions. By analyzing sequences of facial features over time, the LSTM can infer patterns indicative of specific emotions and make accurate predictions about the underlying emotional state.



Fig 1. CNN AND LSTM ALGORITHM MODELACCURACY



Fig 2. CNN AND LSTM ALGORITHM MODEL LOSS

The fig 1. graph shows the accuracy of a model over training epochs. Each epoch represents one pass through the training dataset. The blue line indicates how well the model is learning from the training data, with accuracy generally increasing over epochs. The orange line represents accuracy on a separate validation or test dataset, showing how well the model generalizes to unseen data. Ideally, validation accuracy should initially increase and then stabilize or slightly decrease, indicating effective learning without overfitting.

The fig 2.graph displays the model's loss over training epochs. Each epoch represents a complete pass through the training dataset. The blue line shows the training loss, indicating how well the model fits the training data over epochs. The orange line represents the validation or test loss, indicating how well the model generalizes to unseen data. Lower loss values indicate better performance. Ideally, both training and validation loss should decrease initially and stabilize or slightly increase later, indicating effective learning without overfitting. The emotion detection model trained and evaluatedusing standard performance metrics such as accuracy, precision, recall, and F1 score. These metrics provide insights into the model's ability to correctly classify emotions across different classes and its overall performance.

Accuracy measures the proportion of correctly classified samples over the total number of samples. It represents the overall correctness of the model's predictions.In emotion detection, accuracy indicates the percentage of facial expressions correctly classified into their respective emotion categories out of all the facial expressions in the dataset. A higher accuracy indicates better overall performance.

Precision measures the proportion of correctly classified positive samples (true positives) out of all samples classified as positive (true positives + false positives). It quantifies the model's ability to avoid false positives. In emotion detection, precision indicates how accurately the model identifies a specific emotion category among all the predictions it makes. A high precision means that when the model predicts an emotion, it is likely to be correct.

Recall, also known as sensitivity or true positive rate, measures the proportion of correctly classified positive samples (true positives) out of all actual positive samples (true positives + false negatives). It quantifies the model's ability to capture all instances of a particular emotion. In emotion detection, recall indicates how well the model captures all instances of a specific emotion category among all the actual instances in the dataset. A high recall means that the model is sensitive to the presence of a particular emotion and rarely misses it.

The harmonic mean of recall and precision is the F1 score. It balances recall and precision by taking false positives and false negatives into account. Better overall performance is indicated by a higher F1 score. The F1 score is a composite metric used in emotion detection that takes memory and precision into account. When there is an imbalance between the classes or when minimizing falsepositives and false negatives is necessary, it is especially helpful.



Fig 3: CNN AND LSTM CONFUSION MATRIX

The Fig.3. confusion matrix provides a detailed view of how well the CNN and LSTMperform for each class. The x-label is set to "Predicted" and the y-label is set to "Truth".Each cell in the heatmap corresponds to the count of samples where the true label matches the row, and the predicted label matches the column. The color intensity of each cell indicates the magnitude of the count. Annotations within each cell show the count value.The tick labels on both axes are set to the class names ["Anger", "Sadness", "Fear", "Disgust", "Neutral", "Happy", "Surprise"] with a font size of 6.

#### V. CONCLUSION

The Convolutional Neural Network (CNN) and Long Short-Term Memory (LSTM) models for emotion detection from facial expressiondemonstratesuperior performance. CNN achieves an accuracy of 82% and LSTM achieves an accuracy of 54%. CNN indicates its effectiveness in capturing relevant features. Long Short-Term Memory (LSTM) networks offer sequential data processing capabilities, making them ideal for modeling temporal dependencies in facial expressions.In conclusion, CNNs and LSTMs offer a powerful framework for emotion detection from facial expressions, leveraging both spatial and temporal information to accurately recognize emotions. Continued research and development in this area hold promise for applications in fieldssuchas affective computing, human-computerinteraction, and healthcare.

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