**4COM2006, Team Software Project**

**Interim Report**

**Project Title: HertZone**

**Student ID: 20034089**

1. **Project Aims**

In this report, I would summarise all the key moments and challenges faced during our team software project. Within our first team meeting, we had decided to select the University Crisis Management System Project. We chose this because it was something everyone in the group could relate to as we were all university students who had gone through a similar crisis (Covid outbreak). Therefore, we knew what contents had needed to be on the platform that would be helpful for a student. My teammates and I were motivated to conduct this research because a few of us did not have these facilities in our previous schools. The main aim of the project was to create a functional university platform for Hertfordshire university, which updated students when in a crisis such as virus outbreaks, severe weather conditions, and help students that are unable to attend classes by giving them work material. Objectives were discussed to fulfill the main aim of the project idea, and these were:

* The platform should stand out in a user-friendly way so that it is easy to use for all students
* It should be compatible with all devices
* There should be concise/relevant services on the platform for students
* The chatbot should be able to reply to simple questions inputted from the use

***Table 1***

|  |  |  |  |
| --- | --- | --- | --- |
| Member/roles | Tasks for week 1 | Tasks for week 2 | Tasks for week 3 |
| Alex – Team Leader/ Website creator | Produce Wireframes | Start designing Chatbot | Refine wireframes and carry on with chatbot |
| Mary – Lead researcher/ Writing agendas | Research on Crisis’ | Continued project research | Create mood board for platform |
| Adon – Project Planner/ Researcher for the chatbot (Herts bot) | Create a mind map listing out aims/ objectives and ideas. Also, create a Trello account and Gantt chart | Create the logo for HertZone | Conduct Research for the Herts Bot and create a PowerPoint on it. |
| Anup – Co-Researcher | Research about weather crisis | Research continued | Create a document of research |

1. **Background Review**

After the first couple of meetings, it had been made apparent that I was one of the more communicative members of my team. So, I decided to voluntarily undertake the role of a project planner. Within the first meeting itself, I had explained to my team members how I’d like aspects within Artificial Intelligence to be incorporated in the project because it was a field of study within Computer Science that had intrigued me from early on. I then presented the idea of a Chatbot system being implemented within the platform that we were to create. All the group members agreed with the idea of a chatbot system being useful to students when they would need immediate help when in a crisis which was the main aim of the project; to help students in a crisis. This then prompted me to conduct research on the chatbot. I used a PowerPoint to create my research so then I could share this with my team members. The websites I had used to conduct my research were:

* https//theappsolutions.com/blog/development/challenges-of- chatbots-for-business/
* https://www.expert.ai/blog/chatbot/
* https://www.oracle.com/uk/chatbots/what-is-a-chatbot/

Through research, I learned the chatbot is a piece of artificial intelligence software that can mimic a discussion with a user in natural language via messaging apps. They provide a 24/7 support system without the help of human assistance. The chatbot helps cater to a huge amount of target audiences and reduces the cost spent on customer service. It was through my research that I found out a chatbot relies on two compartments this being the User request analysis and returning the response to the user. The main aim of our project was to keep students updated when in a crisis. Therefore, bringing in the aspect of a chatbot would provide further information to anxious students and my research gave me a clearer idea of how we’d create an interactive chatbot.

1. **Completed work to date**

The tasks that had been given to me are outlined in *Table 1* and in summary, I was entrusted with managerial tasks which had needed to be done for a proper plan to be put in place to see the whole development of the website come together. Altogether there were 6 combined team meetings and all team members actively participated to discuss developing our project for a University Crisis Management System.

Diagram

Description automatically generatedA screenshot of a computer

Description automatically generatedGraphical user interface, application

Description automatically generatedAs of now, we have 2 wireframes (chosen one figure 2) of the website completed by Alex who was left in charge of the practical elements of the project since he has the most experience with using tools such as HTML and Python. Mary has been the lead researcher looking into the covid-19 crisis and has written up a detailed document of her research. Her research will be vital as it will be incorporated into the website which is meant to provide information to students about covid-19. Mary has also created a mood board (check references) that contains design concepts of what the platform should look like. This helped Alex gain inspiration to create the wireframes and it allowed him to come up with many more wireframes. Anup was a Co-Researcher alongside Mary and helped research about Weather Crisis despite having other work-related commitments. Anup then documented his research into word format (check Trello references), and this again will be vital as students would need information regarding weather crises.

Figure 3

Figure 2

At the start, I had taken the responsibility of creating a Gantt Chart (using Microsoft Excel) because it was a useful tool to track our progress and we had planned in case we had refinements to implement. I had also created a Trello account, so, it would be more convenient for members to upload any documents that needed sharing. It was much easier of keeping track of the project as we were able to set weekly reminders for incomplete tasks. Adding comments was also a great feature on Trello as we could receive feedback from our colleagues. Another special feature on Trello was being able to see what tasks needed to be done, Graphical user interface, application

Description automatically generatedwhat tasks were currently being done, and what tasks had been done. This helped everyone in the group see what each person was doing each week. Since I was a project planner, I thought creating a mind map (figure 4) would be a great way to start generating our ideas whilst sticking to the aims and objectives. I was also given the task to create the logo (Figure 5) and I created it using Adobe photoshop. Just as it was discussed in the meeting the logo needed to be simple and use the colours purple and grey representing Hertfordshire university.

Figure 4

Figure 5

1. **Work remaining**

The remaining few tasks are as follows:

* Create an actual website using HTML
* Create a few more Chatbot prototypes to see which one is more suitable for our project.
* Decide on whether a phone app is needed
* Complete the final year report

Tasks which I would be playing a major role in are as follows:

* Creating prototypes of the chatbot. Using YouTube videos as useful links to create a chatbot.
* Create a new Gantt chart for the rest of the project and update new tasks on Trello as I still need to manage the project.
* Refining the website after multiple trial runs.

1. **References**

* [https://theappsolutions.com/blog/development/challenges-of-chatbots-for-business/](•%09https:/theappsolutions.com/blog/development/challenges-of-chatbots-for-business) - research link
* <https://www.expert.ai/blog/chatbot/> - research link
* [https://www.oracle.com/uk/chatbots/what-is-a-chatbot/](•%09https:/www.oracle.com/uk/chatbots/what-is-a-chatbot) - research link
* <https://trello.com/b/bDcZHww9/hertzone> - contains wireframes, mood board and extra research
* <https://herts365-my.sharepoint.com/:p:/r/personal/ab21aap_herts_ac_uk/Documents/I.T/YEAR1/Team%20software%20project/Herts%20Bot%20research.pptx?d=w1fae5e5262c1462d997851975ddb154d&csf=1&web=1&e=3v5Ciy> - research on Herts Bot
* <https://www.xmind.net/m/333hH9> - mind map (initial ideas)
* <https://herts365-my.sharepoint.com/:x:/r/personal/ab21aap_herts_ac_uk/Documents/I.T/YEAR1/Team%20software%20project/Gantt%20Chart%20.xlsx?d=w01859ea9d22c49399c766b9bf6dd7c72&csf=1&web=1&e=fbyagW> – Gannt chart
* <https://www.icloud.com/iclouddrive/0f6enEQbG4c_ncvgjCGX4kTXg#HertZone_logo> - HertZone logo