# Describing the use of prototyping in the second sprint

While in the first sprint, the team investigated the possibilities given by tools like “Dialogflow” or “Google action console” which can be considered as functional prototyping (cf. Babok guide page 325) , prototyping in the second sprint was more focused on usability,visual and form study and, most important, on a proof of concept.

In fact, powerpoint allowed the team to prototype and test a chatbot solution, not to investigate its technical functionality, but rather to explore how it could bring value to the end users. In short, the team wishes more to fetch the “what”, or the gained value that the chabot solution should bring to the end-user, rather than the “how”, or the technical feasibility of the chatbot solution.

Allowing for more freedom for exploration, this method neverthless requires the team to be aware that some assumptions should be made, mainly about technical feasibility. The most obvious example being to assume that the chatbot solution has always the ability to read, understand the information given by the user, and respond accordingly. In truth, many mistakes can happen, as the technologies in the field of natural language processing are not optimal as of now.