

# Sprint 2 Summary

*Group 9: Mortgage Transparency for Customer's Happiness*

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## 1. Sprint 2 Approach

At the end of sprint 1, a questionnaire to ask current and future mortgage customers about their pain points was delivered. Sprint 2 started with this questionnaire and 7 interviews were made with the targeted interviewees. Interview summaries can be found under [this link](#). An excel table summarizing all interviews can be found under [this link](#).

From this summary, an analysis was made about the information gathered. This analysis outlined questions that customers have to the mortgage, their pain points as well as the platforms where they gathered information. This analysis is delivered [here](#).

Notably, while conducting the questionnaire, a chat bot prototype was given to the interviewees to rate their readiness to use this tool. As feedbacks in general were on the positive side, the team were motivated to find tools for developing further the [chatbot](#).

However, at the second part of sprint 2, the team faced with a **critical turning point: What is our focus: is it building a chatbot, or if it is mortgage customer's happiness?** We assumed that by giving the mortgage's customers a chatbot, they would be happy (underlying assumption: the chatbot gives the customers information that they want). **However, it is the information that makes increasing happiness of a customer, not the chatbot itself. The chatbot is just a tool to transfer information.** Therefore, the team re-focused in the information needed, creating different formats (pdf files, youtube audio, etc.) to convey information.

Sprint 2's work also pointed out that in combination with gathering information from the mortgage's customers, the team can also gather information from other sources, i.e. reports from different financial institutions, financial advisors, etc. Anuhadra was able to schedule a

meeting with a mortgage advisor from UBS to gather more information about the pain points as well as FAQs of their customers.

## 2. Sprint 2 Deliverables

- Different formats to convey information regarding the mortgage market. Different formats can be found here. Formats include PDF documents, chatbots, websites, videos, etc.
- A questionnaire to ask mortgage advisors about the FAQs from their customers.
- Roles in the project were defined such that all team members can focus on what their roles are.

## 3. Next Step

In Sprint 3, the advisor will be interviewed to gather more information according to the questionnaire. This may also arise a problem of information disclosure, but can also serve as a rich source of information and potentially be an alliance in the project.

Different format for delivering information will also be questioned for their usability by interviewing current and potential mortgage customers.

## 4. Useful resources

Meeting Minute can be found [here](#).

Information relating to customer information can be found [here](#).

Trello board can be found [here](#).