Sprint 2 08/11

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| ATTENDEES |
| * Anuradha * Agnes * Anh * Gael |

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| AGENDA |
| * Coaching from Beat * Interview Results * Deliverable for sprint 2 * Mortgage transparency Features & Requirements |

# Notes

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| Coaching  * New business model is out of scope to make the customer happy * Use technology to make the customer happy * Deeper into the hypothesis of mortgage transparency then just chatbot * Impact mapping – Why, Who, how: Make customer happy, Potential customer and plan B( information repository for mortgage information) * Develop the prototype and feedback from prototype testing deliverable for Sprint2. * Focus on solutions to the problem – for agile provide pdf doc as mvp for information. * Mortgage information for testing prototype questionnaire * Get the information for making the customer happy for the mortgage system * Checklist for the information and various solutions for the problem. * As agile methodology getting feedback regularly.  Interview Results:  1. Anu’s Interview Review  * Negotiation assistance * Comparison of Interest rate * General information for mortgage system for starting * Documentation information * Contracts clauses and penalties * System Trustworthiness * Online document uploads * Excellent idea for Chatbot  1. Gael’s interview review  * Positive response for chatbot only condition quick assistance * For basic information   Chatbot Features & Requirements   * Arranging Skype/online meetings through Chatbot * Calculation/Evaluation direct to the portal e.g. moneypark.ch – Checking eligibility, mortgage interest rate comparison * General information for mortgage * Text recognition from the responses and creating the customer profile * Document upload   Chatbot Prototype- Pandorabots   * Initial test done * Screen shots for the Sprint2 * Code available for Chatbot prototype * Adding more feature to the existing prototype for Sprint2 |
| Backlog Items   * List of requirements for mortgage transparency – based on questionnaire * Deep drive for more information regarding customer pain points * Questionnaire for Prototype testing * Prototype Testing * Vendor identification * Raise RFP (request for proposal) * List of chatbot features * Documentation for the Vendor |

# Action Items:

Questionnaire Analysis – Gael

Pain point Summary- Gael

Interest Rate types information, libor rate – Agnes

Contract details: Clauses and Penalties information – Anu

Property Evaluation tool Summary – Credit Susiee - Anh

# MEETING FEEDBACK

Agnes – 80% Gael – 90%

Anh- 80% Anu – 70%

# NEXT WEEK’S AGENDA

* Follow-up last week topics
* Pain Point Analysis
* Sprint 2 scope review
* Prepare Survey for validating the pain points