Sprint 15/11

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| ATTENDEES |
| * Anuradha * Agnes * Anh |

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| AGENDA |
| * Coaching from Beat * Prototypes * Deliverable for Sprint 2 * Questionnaire for Mortgage advisor * Prototypes – recommended solutions * Backlog Items |

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| NotesCoaching  * Survey – for more bigger customer database * During the survey try to connect with the customers for the interview * Analysis from the survey * Contact Mortgage advisors for frequent asked questions * Accessing with Mortgage advisors – pitfalls * What qualify for you for good sales lead? * What help you to close the contract quickly and you will don’t loose your customer? – Sales Perspective * Providing functionalities for the Insurance personal.  Prototypes:  * Chatbot * Website * Realtime assistance * Youtube channel with explanation   1. Video related to interest rate   2. Video related to general information   3. Video related to property evaluation * Call Centre |
| Backlog Items  Revised the items for Sprint3 |
| Sprint2 Deliverable   * Questionnaire Analysis * Painpoint identification * Intermediate Prototypes- youtube video, chatbot * Meeting Minutes * Interview Questions and summary * Deep Dive – Information related to customer requirement |

# Action Items:

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%

Anh- 80% Anu – 70%

# NEXT WEEK’S AGENDA

* Survey Creation
* Sprint 3 scope review
* Prepare Survey for solution scope – prototype and features
* Inputs from the mortgage advisor