

AtAVi

Accoglienza tramite assistente virtuale

UNIVERSITÀ DI PADOVA

USER MANUAL v1.00

~/anSwEr



answer.group17@gmail.com

Document Informations

Document Name:	<i>ManualeUtenteEng.v.1.00</i>
Version:	1.00
Creation Date:	23 March 2017
Last Modified:	11 May 2017
State:	Approved
Edited:	Matteo Maran, Andrei Tabacariu.
Verified:	Alessandro Bari
Approval:	Leonardo Zoso
Use:	External
Distribution:	<i>Answer</i>
Destined to:	Prof. Vardanega, Prof. Cardin, <i>Zero12 s.r.l.</i>
Reference Email:	answer.group17@gmail.com

Summary

Document containing the User Manual for Answer Group's
AtAVi project.

Registro delle modifiche

Versione	Data	Autore	Ruolo	Descrizione
1.00	2017-05-12	Leonardo Zoso	<i>Responsabile di progetto</i>	Approvazione del documento. Causa consegna del documento.
0.17	2017-05-11	Alessandro Bari	<i>Verificatore</i>	Verifica del documento. Causa modifiche effettuate.
0.16	2017-05-11	Andrei Tabacariu	<i>Verificatore</i>	Tolta sezione Interfaccia di interazione. Causa incremento del documento.
0.15	2017-05-11	Andrei Tabacariu	<i>Verificatore</i>	Tolta sezione Login with Amazon. Causa incremento del documento.
0.14	2017-05-11	Andrei Tabacariu	<i>Verificatore</i>	Aggiunti riferimenti ipertestuali. Causa incremento documento.
0.13	2017-05-08	Alessandro Bari	<i>Verificatore</i>	Verifica del documento. Causa modifiche effettuate.
0.12	2017-05-08	Matteo Maran	<i>Verificatore</i>	Aggiunta §7 Successi. Causa resoconto consegna.

Versione	Data	Autore	Ruolo	Descrizione
0.11	2017-05-08	Andrei Tabacariu	<i>Verificatore</i>	Aggiunta Login with Amazon. Causa incremento del documento.
0.10	2017-05-05	Andrei Tabacariu	<i>Verificatore</i>	Aggiunta §8 Glossario Interno. Causa resoconto consegna.
0.09	2017-05-05	Alessandro Bari	<i>Verificatore</i>	Verifica del documento. Causa cambiamenti effettuati.
0.08	2017-05-05	Andrei Tabacariu	<i>Verificatore</i>	Aggiunta sezione §6 Errori. Causa incremento del documento.
0.07	2017-05-05	Matteo Maran	<i>Verificatore</i>	Aggiunta sezione §5 Pannello di amministrazione. Causa incremento del documento.
0.06	2017-05-04	Matteo Maran	<i>Verificatore</i>	Aggiunta sezione Interfaccia di interazione. Causa incremento del documento.
0.05	2017-05-04	Matteo Maran	<i>Verificatore</i>	Aggiunta sezione §4 Login area amministrazione. Causa incremento del documento.

Versione	Data	Autore	Ruolo	Descrizione
0.04	2017-05-03	Andrei Tabacariu	<i>Verificatore</i>	Aggiunta sezione §3 Modalità di utilizzo. Causa incremento del documento.
0.03	2017-05-03	Andrei Tabacariu	<i>Verificatore</i>	Aggiunta sezione §2 Requisiti di sistema. Causa incremento del documento.
0.02	2017-05-02	Matteo Maran	<i>Verificatore</i>	Aggiunta sezione §1 Introduzione. Causa incremento del documento.
0.01	2017-05-02	Andrei Tabacariu	<i>Verificatore</i>	Definizione struttura generale documento. Causa definizione del documento.

Indice

1	Introduction	1
1.1	Document Purpose	1
1.2	Product Purpose	1
1.3	Glossary	1
2	System Requirements	2
2.1	HTML5	2
2.2	Bootstrap	2
2.3	AngularJS 1	3
2.4	General compatibility	3
2.5	General constraints	4
3	Types of use	5
4	Admin panel login	6
4.1	How to	6
5	Administration panel	7
5.1	Rules section	7
5.1.1	Employee-Slack Table	7
5.1.2	Customers-Employee Table	8
5.1.3	How to	9
5.2	Change Password section	10
5.2.1	How to	10
6	Errors	11
6.1	Failed Login	11
6.2	Incorrect Password	12
7	Successes	13
7.1	Password Change	13
8	Internal Glossary	14
8.1	A	14
8.2	I	15
8.3	S	16

Elenco delle figure

1	Browser compatibilities with HTML5	2
2	Bootstrap compatibilities with browsers and devices	2
3	AngularJS 1 compatibilities with browsers' various versions . .	3
4	Login	6
5	Rules section	7
6	Modify Rule	9
7	Change Password section	10
8	Failed Login	11
9	Incorrect Password	12
10	Password changed successfully	13

1 Introduction

1.1 Document Purpose

This document represents the User Manual for *Answer* group's *AtAVi* software. Its main purpose is to illustrate to the end-user *AtAVi* Web Application_{GI}'s services and how to use them.

1.2 Product Purpose

The product purpose is to implement a virtual assistant that will be used as a client greeter. The product has three main parts:

- *AWS Lambda*_{GI} services management for the interaction with the virtual assistant's APIs_{GI};
- interaction with *Slack*_{GI}, in order to notify the employees of the customer's arrival.

1.3 Glossary

In order to make the comprehension of some technical, ambiguous or shortened terms easier, there will be an *Internal Glossary* section, in which they will be appropriately explained. The _{GI} mark will be used to identify the terms present in the *Internal Glossary*.

2 System Requirements

The product requires a device able to display web applications and equipped with a microphone for the interaction with the virtual assistant.

Below are shown *AtAVi*'s minimum software requirements sorted by technology compatibilities.

2.1 HTML5

	Chrome	Opera	Firefox	Edge	Safari
Upcoming				15 473	
Current	52 492		48 461	14 460	10.0 383
Older	51 492	37 489	47 456	13 433	9.1 370
	50 489	30 479	46 456	12 377	9.0 360
	45 482	12.10 309	45 456	Internet Explorer	8.0 354
	40 456		40 429	11 312	
	30 394		35 397	10 265	
			30 378	9 113	

Figure 1: Browser compatibilities with HTML5

2.2 Bootstrap

	Chrome	Firefox	Internet Explorer	Microsoft Edge	Opera	Safari
Mac	Supported	Supported	N/A	N/A	Supported	Supported
Windows	Supported	Supported	Supported, IE10+	Supported	Supported	Not supported

Figure 2: Bootstrap compatibilities with browsers and devices

2.3 AngularJS 1

Chrome	Firefox	Edge	IE	Safari	iOS	Android	IE mobile
latest	latest	14	11	10	10	Marshmallow (6.0)	11
		13	10	9	9	Lollipop (5.0, 5.1)	
			9	8	8	KitKat (4.4)	
				7	7	Jelly Bean (4.1, 4.2, 4.3)	

Figura 3: AngularJS 1 compatibilities with browsers' various versions

2.4 General compatibility

The system therefor results compatible with the following browsers:

- **Google Chrome:** version 55 or above;
- **Mozilla Firefox:** version 48 or above;
- **Opera:** version 41 or above;
- **Microsoft Edge:** version 38 or above;
- **Microsoft Internet Explorer:** version 11 or above;
- **Opera Mini for Andorid:** version 22 or above;
- **Mozilla Firefox for Android:** version 50 or above;
- **Google Chrome for iOS:** version 55 or above;
- **Opera Mini for iOS:** version 14 or above;
- **Mozilla Firefox for iOS:** version 6.1 or above;
- **Microsoft Edge for Windows 10 Mobile:** version 38 or above;
- **Safari for iOS:** version 10 or above.

2.5 General constraints

The end-user must use the english language when talking to Alexa for the product to function correctly.

3 Types of use

There are five different types of use of the software, depending on the actor that is utilizing it:

- **Interlocutor:** *AtAVi* can be activated and the interaction may start;
- **Standard interlocutor:** The authentication with the *AtAVi* system is necessary and the interaction may continue;
- **Recognized interlocutor:** The authentication with the *AtAVi* system is necessary and the interaction may continue with added features;
- **User:** *AtAVi* offers access to the administration panel;
- **Admin user:** To access to the administration functionalities it's necessary to authenticate in *AtAVi*'s administration panel.

4 Admin panel login

In order to access to the login panel the user must first launch the terminal in *admin* directory and digit

```
node server
```

then he must open the browser and go to `https://localhost:8080`.

The login panel to the administration area is the following:

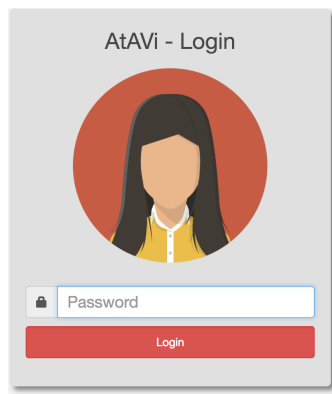


Figura 4: Login

4.1 How to ...

To **log in** the user must:

- fill the *Password* textbox with the company's administration password;
- press the *Login* button.

In case of errors the *Wrong Password* message will appear, which is shown in §8.1.

5 Administration panel

The administration panel is composed by two sections:

- Rules section;
- Change Password section;
- Logout button.

5.1 Rules section

AtAVi Control Panel Rules Change Password Logout

Employee-Slack Table

Fullname	Slack Channel	Actions
<input type="text" value="Marco Rossi"/>	<input type="text" value="#random"/>	<input type="button" value="+"/> <input type="button" value="edit"/> <input type="button" value="delete"/>

Customers-Employee Table

Customer's First name	Customer's Last name	Customer's Company	Employee Rule	Actions
<input type="text" value="Mario"/>	<input type="text" value="Rossi"/>	<input type="text" value="Zero12"/>	<input type="text" value="Marco Rossi"/>	<input type="button" value="+"/> <input type="button" value="edit"/> <input type="button" value="delete"/>
<input type="text" value="Leonardo"/>	<input type="text" value="Zoso"/>	<input type="text" value="Unipd"/>	<input type="text" value="Marco Rossi-#random"/>	<input type="button" value="edit"/> <input type="button" value="delete"/>

Figura 5: Rules section

5.1.1 Employee-Slack Table

The form for the configuration of the Employee-Slack channel rule is composed as follows:

- **Modify or Delete Employee-Slack channel rules:**
 - **Fullname:** contains the name of the employee associated to the rule;
 - **Slack Channel:** contains the slack channel of the employee associated to the rule;
 - **Actions:** contains the *Modify* and *Delete* buttons.

- **Add Employee-Slack channel rules:** at the end of the form there are:
 - **Empty text box:** must be filled with the name of the new employee;
 - **Empty text box:** must be filled with the new employee's slack channel;
 - **Actions:** contains the *Add* button.

5.1.2 Customers-Employee Table

The form for the configuration of the Customers-Employee rule is composed as follows:

- **Modify or Delete Customers-Employee rules:**
 - **Customer Firstname:** contains the first name of the customer associated to the rule;
 - **Customer Lastname:** contains the last name of the customer associated to the rule;
 - **Customer Company:** contains the name of the customer's company associated to the rule;
 - **Employee Rule:** contains the reference to the Employee-Slack channel associated to the rule;
 - **Actions:** contains the *Modify* and *Delete* buttons.
- **Add Customer-Employee rules:** at the end of the form there are:
 - **Empty text box:** must be filled with the first name of the new customer;
 - **Empty text box:** must be filled with the last name of the customer;
 - **Empty text box:** must be filled with the name of the new customer's company;
 - **Drop-down menu:** must be used to select the Employee-Slack channel that will be associated to the new rule;
 - **Actions:** contains the *Add* button.

5.1.3 How to ...

To **modify** a rule, the admin user must:

- press the modify button;
- insert the new data.

Once the *Modify* button is pressed, the same button will change form as follows:

AtAVi Control Panel

Rules

Change Password

Logout

Employee-Slack Table

Fullname	Slack Channel	Actions
<div><div></div><div></div></div>	<div><div>#</div><div></div></div>	<div>+</div>
<div>Marco Rossi</div>	<div>#random</div>	<div><div></div><div></div></div>

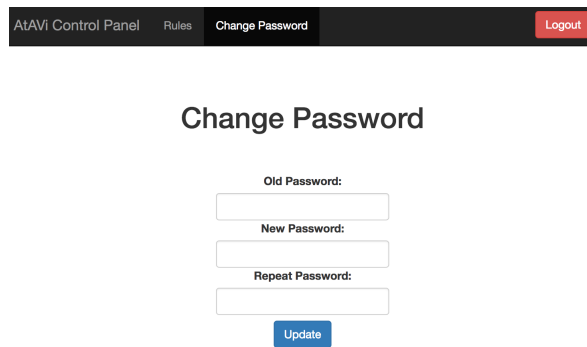
Customers-Employee Table

Customer's First name	Customer's Last name	Customer's Company	Employee Rule	Actions
<div><div></div><div>Mario</div></div>	<div><div></div><div>Rossi</div></div>	<div><div></div><div>Zero12</div></div>	<div><div></div><div>Marco Ross</div></div>	<div>+</div>
<div>Leonardo</div>	<div>Zoso</div>	<div>Unipd</div>	<div><div>Marco Rossi-#rant</div></div>	<div><div></div><div></div></div>

Figura 6: Modify Rule

Once the alterations are done, the new button must be pressed to save the changes.

5.2 Change Password section



ATAVI Control Panel Rules Change Password Logout

Change Password

Old Password:

New Password:

Repeat Password:

Update

Figura 7: Change Password section

The Change Password section contains a form made of three empty textboxes:

- Old Password;
- New Password;
- Confirm Password.

After the textboxes there is the *Update* button.

5.2.1 How to ...

To **Modify** the administration panel password, the admin user must:

- insert the old password in the *Old Password* textbox;
- insert the new password in the *New Password* textbox;
- insert again the new password in the *Confirm Password* textbox;
- press the *Update* button.

In case of error it will be shown the *Password not matching or wrong old password* message explained in §8.2. In case of success it will be shown the *Password changed successfully* message explained in §9.1.

6 Errors

6.1 Failed Login

In case of incorrect password in the login panel, the system will emit an error message as follows:

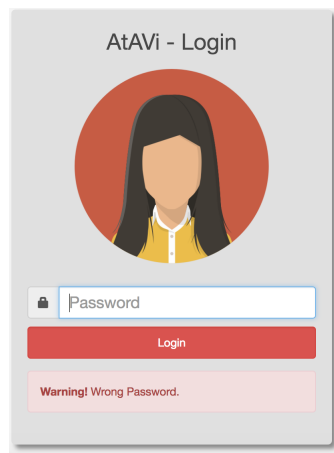
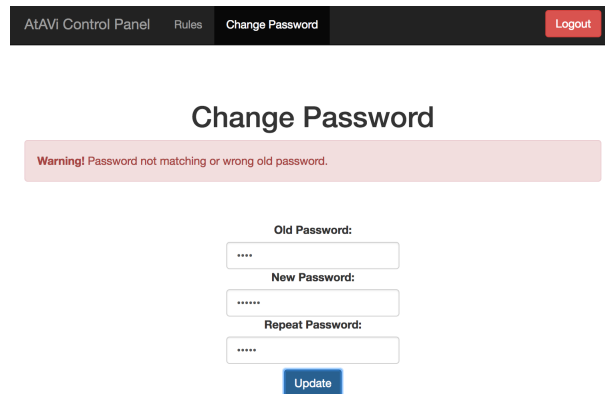


Figura 8: Failed Login

To solve this problem the admin user must reprompt the password as explained in §5.1.

6.2 Incorrect Password

In case of incorrect password in the *Change Password* section, the system will emit an error message as follows:



The screenshot shows a web interface for changing a password. At the top, there is a navigation bar with 'AtAVi Control Panel', 'Rules', 'Change Password', and a 'Logout' button. Below the navigation bar, the title 'Change Password' is centered. A red error message box states: 'Warning! Password not matching or wrong old password.' Below this, there are three input fields: 'Old Password:' (with 4 asterisks), 'New Password:' (with 6 asterisks), and 'Repeat Password:' (with 4 asterisks). An 'Update' button is located at the bottom of the form.

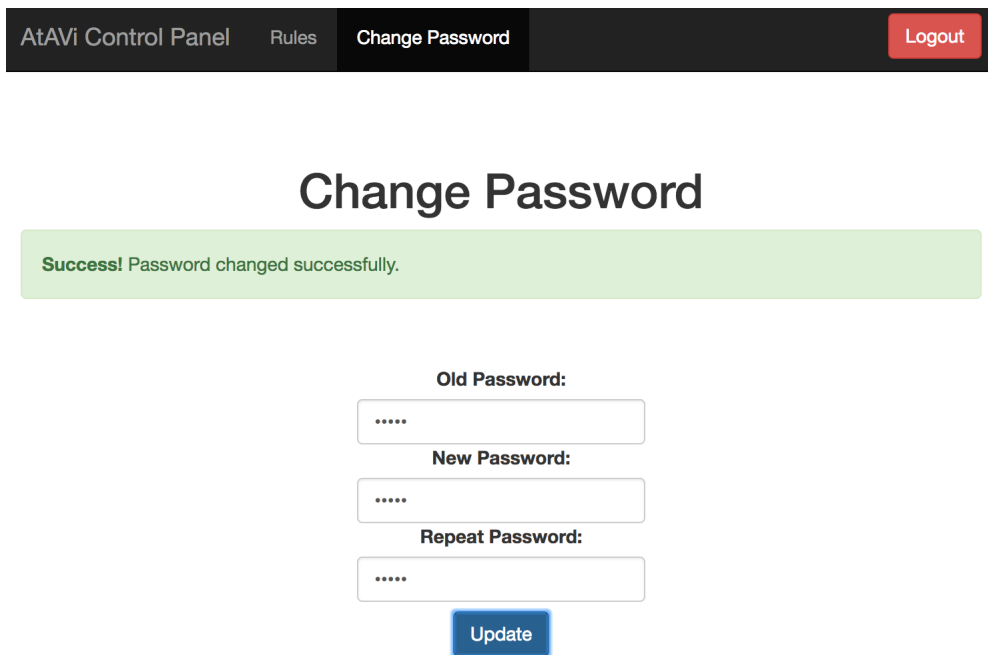
Figura 9: Incorrect Password

To solve this problem the admin user must reprompt the password as explained in §7.2.1.

7 Successes

7.1 Password Change

If the correct password has been insterted in the *Change Password* section, the system will emit a success message as follows:



The screenshot shows a web interface for changing a password. At the top, there is a dark navigation bar with three tabs: 'AtAVI Control Panel', 'Rules', and 'Change Password'. A red 'Logout' button is located on the right side of the navigation bar. Below the navigation bar, the title 'Change Password' is centered. A green success message box states 'Success! Password changed successfully.' Below this, there are three input fields for 'Old Password:', 'New Password:', and 'Repeat Password:', each containing five dots. A blue 'Update' button is positioned below the input fields.

Figura 10: Password changed successfully

8 Internal Glossary

8.1 A

- **API:** Acronym of Application Programming Interface, it is a set of subroutine definitions, protocols, and tools for building application software;
- **AWS Lambda:** Service that lets you run code without provisioning or managing servers, it also scales automatically.

8.2 I

- **Web Interface:** It is a Graphical User Interface (GUI) utilizable in a browser.

8.3 S

- **Slack:** It is a cloud-based communication tool. It allows to chat and share files with the other members of the group.