People are on the go and sometimes may not have the ability to browse a website. Running into a meeting with a potential client, specific information is needed fast about the latest Avanade solutions that was just released relevant to this deal. Avanade is partnering with the University of Washington to provide a bot to the Avanade.com website in order to streamline the experience of finding the necessary information to delight customers. This technology can also be used by sales, marketing as well as visitors to our website to drill down on specific questions. The goal is to provide the appropriate content based upon questions posed in natural language via text or speech! People find themselves in situations where text or voice may not be appropriate at a given time. The Avanade.com bot gets you exactly what you need fast.

We envision using Microsoft’s bot framework along with a Skype bot and hosting it in Azure either via newly available Bot as a Service or Azure Web Application. We also envision a Bot that gets smarter the more it’s used to ensure our Bot can mature along with our content on our site. For this we anticipate that the Language Understanding Intelligent Service, or LUIS to be included in the solution.

1. STRENGTHS OF TEAM MEMBERS

|  |  |  |
| --- | --- | --- |
| Team Member | Self-Assessment | Responsibilities (can change) |
| Julian Boss | **Experience:** microsoftbot framework  **Expertise:** communicating, presenting, project management  **Gaps:** coming to class | Organization and planning.  Microsoft FUSE/Avanade contact.  Microsoft Bot Framework.  LUIS training model. |
| Jessica Kuelz | **Experience:** Design, agile, teamwork, communication  **Expertise:** AWS  **Gaps:** coding knowledge/best practice, punctuality | Automated response curation.  Response reporting.  User Experience - client side |
| Bruce Shu | **Experience:** development  **Expertise:** Node.js, AWS  **Gaps:** UX | Microsoft Bot Framework.  Node to web implementation.  Backend response feedback collection. |
| John Yun | **Experience:** project management, design,  **Expertise:** communication, collaboration, creating relationships, conflict management  **Gaps:** minimal experience with all frameworks needed, best practice | Voice response (Skype endpoint API).  Administrator response curation.  User Experience - admin side |

1. TEAM-LEVEL TASKS

* Learn Frameworks
  + Learn Node.js
  + Learn Microsoft Bot Framework
  + Learn LUIS
  + Learn Azure
* Go to Microsoft HQ to learn the Bot Framework & Node implementation
* Weekly meetings with Will Hutchins (Sponsor)
* Coordination with Avanade teams for help with understanding their platforms.

1. TEAM EXPECTATIONS

* Come to class and team meetings on time.
* Come to class and team meetings with assignments and other necessary preparations done.
* Ask questions when we are not clear on expectations.
* Check/respond to messages promptly.
* Communicate thoughts and problems effectively.
* Stick to prepared timeline.
* Take on our designated role, and fulfil its expectations to the best of our ability.
* Divide work equally between ourselves.
* Show up to weekly meetings

1. COMMUNICATION GUIDELINES
   1. Facebook messenger
   2. GitHub
   3. Weekly meetings (Skype/in-person)
2. Assumptions

|  |  |  |
| --- | --- | --- |
| Assumption ID Assumption Detail | Type of Assumption | Impact of Assumption going wrong |
| Microsoft Cloud services or development frameworks will be used to develop the solution | Software Platform | Unsupportable by Avanade |
| No authenticated content will be part of the solution | Access to content | N/A our .com website is already unrestricted public data. |
| Solution can be executed stand alone or integrated into our Site Core solution | Deployment | Difficult to manage and maintain platform post project |
| There is an operations guide for the platform so administrative staff knows how to support the solution | Documentation | Difficult to manage and maintain platform post project |
| A Visio or PDF based diagram is produced that describes URLs, IP’s, DNS names, and all components of the system | Documentation | Difficult to manage and maintain platform post project. Potential security review. |