# Canada Games Chatbot

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## Team Hotfix

Brock University

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## Team Members

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# Problem

Canada Games wishes to host a Niagara Games Event in August 2022. They are uncertain if their planning is enough to ensure a smooth and organized running. As a result, they are searching for additional aids to assist their staff members and organizers in reducing the number of complications on event day.

Canada Games requires an automated software system to answer general queries and provide specific information about the Niagara Games Event to external customers, internal staff members, participating athletes, and all other interested parties. This information includes, but is not limited to, current and past medal standings as well as athlete profiles.

# Objective

The objective of this project is to create a web-based application of a chatbot compatible with Gems Pro statistics. The chatbot will query the provided statistics and suggest adequate answers to user questions about the Canada Games Event. The purpose is to ensure that the hosted event proceeds smoothly and successfully.

# Importance

The importance of having a chatbot is as follows:

1. Reduces service time. Communicating with a chatbot requires no mannerisms nor human interactions. Instantaneous answers and multiple search results improves service time
2. Increases operational efficiency. The chatbot can be deployed over the site of operations, allowing convenient and parallel access to a wider audience. This also supports the scalability of the event
3. Reduces cost. Cuts the cost of hiring additional staff members for the sole purpose of answering questions. The overhead cost of purchasing a chatbot is less than the variable cost of hiring additional employees for an event of this scale

# Description

The project is described as a web-based dialogue centered application capable of receiving either text or speech input, processing it and generating text output. It is to be a stand-alone piece of software with a mono-directional dependency on the Gems Pro statistical resource provided by Canada Games. Furthermore, it uses AI to assist in natural language processing from user inputs. The processed inputs are then used to query the internal database which live scrapes from Gem Pro statistics. These query results are returned to the user to provide information services. Services include finding athlete information, event information, track record and history, transportation routes, ticketing purchasing resources, etc.

# Scrum

Scrum is the software engineering process that will aid the development of this project. It is stated in the document requirements that this is mandatory. The standard approach to this will be an agile method in which the development stage is divided into sprint cycles. The overall organization of this practice will be Sprinting planning meeting, Daily Scrum meeting, Sprint Review meeting, and Sprint retrospective meeting. Our sprint cycles will be 2 weeks in duration followed by our review meeting.

# GitHub page

The following link will compose and credit all sources and resources used within the project. All previous iterations and documentation will be found within this GitHub depository.

1. https://github.com/ccronheimer/BrockChatbot

# Timetable

| Date | Milestones |
|---|---|
| Jan 17 | Project Proposal |
| Jan 24 | Product Backlog and Sprint Backlog |
| Jan 26 | Development |
| Feb 9 | 1st Iteration, Sprint Review Meeting |
| Feb 23 | 2nd Iteration, Sprint Review Meeting |
| Feb 28 | Project Report #1 |
| Mar 9 | 3rd Iteration, Sprint Review Meeting |
| Mar 23 | 4th Iteration, Sprint Review Meeting |
| Mar 28 | Project Report #2 |
| April 9 | 5th Iteration, Sprint Review Meeting |
| Apr 18th-30th | Final Demonstration |

# Weekly Meeting times

Every Monday 3:00 - 4:00 pm