Brock University Information Chat-bot Proposal

Brandon Daryl Wanji [**Leader**],
Jiahui Xu, Nathalie Atouba-Eyoune,
Eric Kohler, Santiago Franco, Kenny Yang,
Zihao Zhao, Xingzhi Chang

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1 Introduction

Brock University is one of the most popular universities in Ontario and is known for a highly-rated student experience. As the number of students per year continues to increase, new software must be made to uphold the quality of the University's student experience. Due to the current COVID-19 pandemic, there has quickly become a need for information to be delivered as fast as possible with minimized contact.

In addition, Brock University is hosting the **Niagara 2022 Canada Summer Games**, which further increases the need for a fast and efficient information delivery system.

As such, our group aims to develop chat-bots which will provide users with accurate information in the most efficient way possible regarding Brock University as well as the 2022 Niagara summer games.

2 Objectives

The objectives of this project are as follows;

- Provide a user-friendly Web interface and/or mobile Application (iOS or Android).
- Provide accurate information in the most efficient way possible.
- Enhance cost optimization as the chat-bots should reduce the need for multiple information resource workers.
- Grant the user the ability to speak with a customer service representative in cases where the returned answers do not suffice.

- Provide an excellent user experience.

3 Benefits of Proposition

There are several benefits to this proposal, some of which are ;

- Information about Brock University and the Niagara 2022 Canada Summer Games which is available and accessible anytime for all users.
- There are no wait times to information which will help clients get their issues done quickly, and will build client satisfaction.

4 Clientele

- Students – Students can better manage their time with faster and more reliable information which is seamless to access anytime.
- Visitors – Incoming students, parents, relatives or just strangers inquiring about Brock's vast selection of programs.
- Tourists – Many tourists will arrive for the Niagara 2022 Summer Games. Tourists are constantly in need of information.

5 Version Control

The Version Control software we are going to use in this project are **Git and Github**.
The public repository has a README.md file which gives a brief summary of the project at hand and lists the collaborators on this project and their Student ID's.
Link to the repository : **Project Repository**

6 Software Process

Due to the team having a good idea of the end goal for the chat bot software, we have chosen to use the agile iterative incremental model. **The iterative incremental model** i.e **Scrum** is suitable for this project as most of the requirements are known up-front and are expected to evolve over time. This model will allow the team to provide the client with demonstrations of functionalities implemented in each iteration and adjust depending on the client's feedback. Thus, the iterative incremental model will help the team assure that the end product is more aligned with the client's need.

7 Timeline

This is a tentative timeline.

Phase	Description	Due Date
Phase 1	Project Proposal	Jan 17, 2021
Phase 2	Requirements and Overall Design	Feb 07, 2021
Phase 3	Implementation	Mar 21, 2021
Phase 4	Testing and Deployment	Apr 04, 2021
Phase 5	Demonstration	TBA

8 Challenges

There are a few challenges that we see ourselves potentially running into:

- Network congestion as more users are added and asking questions simultaneously
- Automate Web scraping to store data about all possible information at the current time.
- Developing a user-friendly UI for the web App and/or mobile Application(s).
- Integrating custom text/voice interpretation.

9 Team meetings

The meetings to discuss every push to be made to the repository, decisions or challenges are held weekly, every **Wednesdays, 12 p.m** on Microsoft Teams through the following link.
Teams Meeting