**Meeting Decisions 04.04.2019**

Chatbot:

Order

* First chatbot asks: Do you already know exactly what you want? Yes / No
* No = Open standard process for style advice
* Yes = Do you want to show me a picture of your idea? Yes / No
* Yes = \*Chatbot opens foto folder\*
* No = Then please tell me the kind of clothing and its colour that you want. 🡪 kind of clothing (e. g. t-shirt, polo, trousers, …) and colour
* Asks for measurements if not available in account (CRM)

Complaint: also in chatbot

Questions concerning BPMN:

* Manual tasks and technical background 🡪 how much into details do we need to go?
* Should we model the chatbot details in BPMN?
* How to handle payment 🡪 does it need to be processed in Camunda?
* Do processes in just-me production need to run?
* Should we also digitalize complaint handling for all three options?
* Describe DMN table and ask if ok, as it does not really make sense from business perspective but it is the only idea we have to have a DMN table that alters the process

To dos:

* Egemen: Decide if we go with dialogflow or IBM watson
* Define mandatory fields for registration 🡪 optional fields = body measurements; if not filled out, chatbot will ask during customization of item process
* Define mandatory fields for preferences
* Daniela: Do checkout triggered unseren Hauptprozess. Ab da 🡪 in unseren Hauptprozess
* Daniela: Payment blabla 🡪 copy Folie 20 mit 5 Minuten statt 20 days 🡪 einbauen: notification of payment
* Our process is triggered as soon as payment for an order is received
* List with all partners & their email adresses
* DMN table 🡪 if more than one partner offers the same product, we show the cheapest one in mass-production option
* Daniela: Put correct stuff for customer complaint that is automatable in mobile app
* Write down: Complaint handling in case of order for mass-market-partner 🡪 they can return it, same for eco-friendly but not tailored products to us, doing changes only for tailored products possible 🡪 ask if to be digitalized
* Style advise = unser Prozess
* **HOW COULD WE INTEGRATE A DMN TABLE THAT WOULD CHANGE THE PROCESS FLOW? Complaint handling?**

Egemen: Documentation of technical stories, Chatbot

Alex: Wikipage

Puru: Customer journey map (2 separate ones) & corporate design

Jonas: Project artefacts dokumentieren: Auflisten, auf Wiki stellen und Link zu BPMN sicherstellen

Registration 🡪 Integromat API Anbindung (Stammdatenblatt – was brauchs alles im CRM?)

Daniela BPMN & DMN table