Meeting 2

Date: 10/08/2018

Participants:

- Mohamed (could not make it, so Alessio joined)
- Dave Ebbelaar (Team Leader)
- Pieter Geurts (Product Owner)
- Monica Appanderanada Kalappa (UX/UI Designer)
- Nathan Hughes (Front-End Developer)
- Sravan Kumar Mallela (Front-End Developer)
- Adnan Hafeez (Back-End Developer)
- Nguyen Minh Nhat Pham (Back-End Developer)

Agenda:

- Give an update on the current status
- How to proceed further with the client?
- Goals and tasks for the next two weeks

Action Items from Last Meeting:

For this week, our main two goals were to get a working demo with both DialogFlow and TensorFlow with the only data that was available to us at the moment, namely the FAQ. Also, a TensorFlow integration was among the goals of this week, which we successfully managed to do so. The demo using TensorFlow is also working and can be showcased when necessary, however, we received feedback during this week's tutorial that TensorFlow might not be a suitable option as it's unlikely the company will want to use this framework over DialogFlow or IBM Watson. We did manage to complete the IP agreement which has been sent to the company so that we may receive the data as soon as possible and start working with it.

Furthermore, Mohamed would take care of the data, the tech stack of the website and would try to gather some insights as to how many customers/calls they expect on a daily/monthly basis.

Meeting 1
Date: 27-07-2018

How does the service from Now Finance work at the moment?
The currently only have a live chat, where they assign the customer to someone from customer support. The wish of the company is to (partially) replace this live service with a chat bot.

What to do?
The first thing we should aim for is to provide the company with a small prototype where we can demonstrate what a chat bot can possibly do for the company in terms of decreasing the work load for customer support.

Which directions can we go into?
- Machine Learning with NLP: TensorFlow.
- Decision Tree Based Response System: Combine flows and scenarios and see which of these conversations match. Use this to do the next one. Try and have a conversation script that stores all possible questions and answers. *Note: this possibly requires some manual work, but seeing this company is focused solely on providing personal loans, this should not require that much work.*
- IBM Watson, Alexa.
- *Note: At the moment there are no hard restrictions on what we can try out for now, however, please let me know when you find alternatives to the one discussed above and decide to work on it, so I can update this on Trello and wherever necessary.*

What do we get from them?
- Full documentation of all questions and answers from prior live chat conversations. Because this is highly sensitive customer data, we have to treat the data with <u>utmost care</u> and we have to sign a document provided to us by the company later where this is explained in more detail.
- Lines of communication with the respective teams who are going to be working with the chat bot, as well as those who are dealing with the live chat right now. *(Note: we should check whether it's possible to receive feedback on earlier versions and additional information from them, as they know in which tone the company communicates with their customers the best)*

Other important notes?
IBM Watson or Alexa are not free, when we opt to continue with either restrictive or paid solutions, we have to discuss it with them.

Deadlines?
We set a deadline for ourselves to have a small working prototype by the **end of week 5.**

Individual tasks (not set in stone:)
Adnan & Kevin: come up with a proposal for the chatbot by Tuesday the 31st of July.
Note: this has changed to the 1st of August.
Pieter: generate and send an use case to Kevin and Adnan BEFORE the 1st of August. Update the Trello board.
Dave: look into tensorflow and ML algorithms.

Monica: first look at testing possibilities & presentation template.
Nathan: First look at front end possibilities and possibly help Monica validating the test bot.