

## **Notes Meeting Alessio (10-08-2018)**

### **Summary**

One of the comments made by Alessio in the call today which we should really keep in mind when working on the deliverables for the coming weeks is the following: start thinking more like consultants, what would you like to know from us when you would be the client yourself?

For the current sprint, one of the goals is to come up with evaluation metrics which we can show to the client for each chatbot framework respectively. Questions we can formulate answers to include:

- How long does training a particular chatbot take?
- What are the costs associated to implementing a chatbot?
- How difficult is it to implement these bots onto multiple platforms? What are the technical requirements the company needs to adhere to and do they need to hire specialists to maintain the chatbot?
- Are there contract requirements associated to implementing a particular chatbot? What is the minimum amount of months/years the company needs to sign a contract for?

### **Goals & Deliverables For The Current Sprint (Ends: 31<sup>st</sup> of August)\***

1. Detailed report which discusses the pros & cons for every particular type of chatbot framework. Also, include a list with the requirements for each chatbot framework (e.g. developers needed? Option A requires 50% less code than option B)
2. Develop evaluation metrics for the performance of each chatbot
3. Report with the main technologies used in the industry/by potential competitors
4. First look/small prototype IBM Watson
5. Obtain a quote from an external company for the sake of comparison and to offer the client an additional option.
6. Make the website more visually appealing and interactive.
7. Find ways to make the presentation more interesting (e.g. include an example chat conversation between a customer and the Now Finance Chatbot).
8. Create alternative sentences to the questions obtained from the FAQ (note: Dave will elaborate on this later)

*\*These tasks will be updated on Trello as soon as possible, please keep the Trello board up to date as you are working on the tasks and communicate with the team when you have questions or face problems with a certain tasks.*

**Task Division**

Team lead: 1, 2, 8

Product owner: 3, 5, 8

UX/UI: 7, 8

Front-end: 6, 8

Back-end: 1, 2, 4

**General Remarks**

- Double check your spelling, use of special characters, white space and alignments.
- This is not the complete and final list of deliverables for this sprint, as soon as we get more feedback and information from the client or supervisor, we will add more tasks where necessary.