**Notes Meeting 1 Mohamed 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 utmost care 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.

**Appendix**

They have a live chat. They will assign you to someone. Replace this live service with a chat bot.

Build a small prototype > show how some cases can be solved by a chatbot.

Exactly one of the directions we want to look into as well.

Get access to all the questions and documentation that they have, we want to have all previous transcripts. Certain teams are available as well.

If we can use machine learning > what would be the appropriate response. Requires a lot of NLP.

This is one direction.

The other ones;

Combine flows or scenarios and see which one of these conversations matches with what they want to do. Use this to do the next one. Try and have a conversation script that stores all possible questions and answers. Decision tree based.

I IBM Watson or Alexa is not free, we have to discuss it with them. Lots of pre-trained models. NOT restricting anything.

MONICA: Use your experience in testing to evaluate to testbot. I’m not in favour of writing testing scenarios ourselves.

BACKENDERS: (1) ML based plus NLPm (2) Decision Tree based response system. IBM Watson, Alexa.

You dont need any kind of luxury software.

Testing group (1-2 people).

2 people looking at ML using tensorflow or Watson.

1-2 people to look at existing Chatbot engines, where we can find prescripted data. (tensorflow examples)

1 Generate and use a case study.

Future direction for this, can we use this as a boiler plate for other people to making their own chat bot. “Btw, we built this one, would you be interested in giving our chatbot a try?”

**Try and get a small prototype so they can ask the right questions.**

**Adnan & Kevin:** come up with a proposal for the chatbot by Tuesday the 31st of July.

**Pieter:** generate and send an use case to Kevin and Adnan BEFORE the 31st of July. Update the Trello board.

**Dave:** look into tensorflow and ML algorithms.

**Small prototype:** deadline by the end of week 5.

**Monica:** first look at testing possibilities & presentation template.

**Nathan:** First look at front end possibilities and possibly help Monica validating the test bot.