

[CMPT-23] Confirm Completion (Final QA + Stakeholder Signoff)

Created: 24/Jul/25 Updated: 09/Aug/25 Due: 09/Oct/25

| | |
|-------------------|--|
| Status: | In Progress |
| Project: | Nike AI Chatbot – Order Inquiry Automation |
| Components: | None |
| Affects versions: | None |
| Fix versions: | None |

| | | | |
|---------------------|-----------------------|-----------|------------|
| Type: | Epic | Priority: | Critical |
| Reporter: | Juan Camilo Rodriguez | Assignee: | Unassigned |
| Resolution: | Unresolved | Votes: | 0 |
| Labels: | None | | |
| Remaining Estimate: | Not Specified | | |
| Time Spent: | Not Specified | | |
| Original estimate: | Not Specified | | |

| | |
|--------------|-----------|
| Rank: | 0ji08oh1: |
| Start date: | 06/Oct/25 |
| Issue color: | purple |

[CMPT-22] How-to Guide to Use Support

Created: 24/Jul/25 Updated: 09/Aug/25 Due: 03/Oct/25

| | |
|-------------------|--|
| Status: | In Progress |
| Project: | Nike AI Chatbot – Order Inquiry Automation |
| Components: | None |
| Affects versions: | None |
| Fix versions: | None |

| | | | |
|---------------------|-----------------------|-----------|------------|
| Type: | Epic | Priority: | Critical |
| Reporter: | Juan Camilo Rodriguez | Assignee: | Unassigned |
| Resolution: | Unresolved | Votes: | 0 |
| Labels: | None | | |
| Remaining Estimate: | Not Specified | | |
| Time Spent: | Not Specified | | |
| Original estimate: | Not Specified | | |

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|--------------|-----------|
| Rank: | 0ji08ogt: |
| Start date: | 29/Sep/25 |
| Issue color: | purple |

[CMPT-21] Evaluate Input of Users

Created: 24/Jul/25 Updated: 09/Aug/25 Due: 25/Sep/25

| | |
|-------------------|--|
| Status: | In Progress |
| Project: | Nike AI Chatbot – Order Inquiry Automation |
| Components: | None |
| Affects versions: | None |

14/08/2025, 17:33

Jira

| | | | |
|---------------------|-----------------------|-----------|------------|
| Fix versions: | None | | |
| | | | |
| Type: | Epic | Priority: | Critical |
| Reporter: | Juan Camilo Rodriguez | Assignee: | Unassigned |
| Resolution: | Unresolved | Votes: | 0 |
| Labels: | None | | |
| Remaining Estimate: | Not Specified | | |
| Time Spent: | Not Specified | | |
| Original estimate: | Not Specified | | |
| | | | |
| Rank: | 0ji08ogl: | | |
| Start date: | 22/Sep/25 | | |
| Issue color: | purple | | |
| | | | |

[CMPT-20] [Match Intent with Response \(Pilot User Testing\)](#) Created: 24/Jul/25 Updated: 09/Aug/25 Due: 25/Sep/25

| | |
|-------------------|--|
| Status: | REVIEW |
| Project: | Nike AI Chatbot – Order Inquiry Automation |
| Components: | None |
| Affects versions: | None |
| Fix versions: | None |

| | | | |
|---------------------|-----------------------|-----------|------------|
| Type: | Epic | Priority: | Critical |
| Reporter: | Juan Camilo Rodriguez | Assignee: | Unassigned |
| Resolution: | Unresolved | Votes: | 0 |
| Labels: | None | | |
| Remaining Estimate: | Not Specified | | |
| Time Spent: | Not Specified | | |
| Original estimate: | Not Specified | | |

| | |
|--------------|-----------|
| Rank: | 0ji08ogd: |
| Start date: | 22/Sep/25 |
| Issue color: | purple |

[CMPT-19] [Deploy Chatbot \(Test Environment\)](#) Created: 24/Jul/25 Updated: 09/Aug/25 Due: 19/Sep/25

| | |
|-------------------|--|
| Status: | REVIEW |
| Project: | Nike AI Chatbot – Order Inquiry Automation |
| Components: | None |
| Affects versions: | None |
| Fix versions: | None |

| | | | |
|-------------|-----------------------|-----------|------------|
| Type: | Epic | Priority: | Critical |
| Reporter: | Juan Camilo Rodriguez | Assignee: | Unassigned |
| Resolution: | Unresolved | Votes: | 0 |

| | |
|----------------------------|---------------|
| Labels: | None |
| Remaining Estimate: | Not Specified |
| Time Spent: | Not Specified |
| Original estimate: | Not Specified |

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|---------------------|-----------|
| Rank: | 0ji08og5: |
| Start date: | 16/Sep/25 |
| Issue color: | purple |

[CMPT-18] [Database of Response \(Intent-Response Mapping\)](#) Created: 24/Jul/25 Updated: 09/Aug/25 Due: 15/Sep/25

| | |
|--------------------------|--|
| Status: | In Progress |
| Project: | Nike AI Chatbot – Order Inquiry Automation |
| Components: | None |
| Affects versions: | None |
| Fix versions: | None |

| | | | |
|----------------------------|---------------------------------------|------------------|------------|
| Type: | Epic | Priority: | Critical |
| Reporter: | Juan Camilo Rodriguez | Assignee: | Unassigned |
| Resolution: | Unresolved | Votes: | 0 |
| Labels: | None | | |
| Remaining Estimate: | Not Specified | | |
| Time Spent: | Not Specified | | |
| Original estimate: | Not Specified | | |

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|---------------------|-----------|
| Rank: | 0ji08ofx: |
| Start date: | 08/Sep/25 |
| Issue color: | purple |

[CMPT-17] [Incorporation of NLP Engine](#) Created: 24/Jul/25 Updated: 09/Aug/25 Due: 12/Sep/25

| | |
|--------------------------|--|
| Status: | In Progress |
| Project: | Nike AI Chatbot – Order Inquiry Automation |
| Components: | None |
| Affects versions: | None |
| Fix versions: | None |

| | | | |
|----------------------------|---------------------------------------|------------------|------------|
| Type: | Epic | Priority: | Critical |
| Reporter: | Juan Camilo Rodriguez | Assignee: | Unassigned |
| Resolution: | Unresolved | Votes: | 0 |
| Labels: | None | | |
| Remaining Estimate: | Not Specified | | |
| Time Spent: | Not Specified | | |
| Original estimate: | Not Specified | | |

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| Rank: | 0 i08ofp: |
| Start date: | 04/Sep/25 |
| Issue color: | purple |
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| [CMPT-16] AI Chatbot Development (Bot Framework) Created: 24/Jul/25 Updated: 09/Aug/25 Due: 10/Sep/25 | |
| Status: | In Progress |
| Project: | Nike AI Chatbot – Order Inquiry Automation |
| Components: | None |
| Affects versions: | None |
| Fix versions: | None |

| | | | |
|---------------------|---------------------------------------|-----------|------------|
| Type: | Epic | Priority: | Critical |
| Reporter: | Juan Camilo Rodriguez | Assignee: | Unassigned |
| Resolution: | Unresolved | Votes: | 0 |
| Labels: | None | | |
| Remaining Estimate: | Not Specified | | |
| Time Spent: | Not Specified | | |
| Original estimate: | Not Specified | | |

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| Rank: | 0 i08ofh: |
| Start date: | 01/Sep/25 |
| Issue color: | purple |
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| [CMPT-15] Establish Escalation Protocol Created: 24/Jul/25 Updated: 09/Aug/25 Due: 07/Sep/25 | |
| Status: | To Do |
| Project: | Nike AI Chatbot – Order Inquiry Automation |
| Components: | None |
| Affects versions: | None |
| Fix versions: | None |

| | | | |
|---------------------|---------------------------------------|-----------|------------|
| Type: | Epic | Priority: | Critical |
| Reporter: | Juan Camilo Rodriguez | Assignee: | Unassigned |
| Resolution: | Unresolved | Votes: | 0 |
| Labels: | None | | |
| Remaining Estimate: | Not Specified | | |
| Time Spent: | Not Specified | | |
| Original estimate: | Not Specified | | |

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| Rank: | 0 i08of9: |
| Start date: | 04/Sep/25 |
| Issue color: | purple |
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[CMPT-14] Carry Out Delivery Action (OMS Integration Layer) Created: 24/Jul/25 Updated: 09/Aug/25 Due: 06/Sep/25

| | |
|-------------------|--|
| Status: | To Do |
| Project: | Nike AI Chatbot – Order Inquiry Automation |
| Components: | None |
| Affects versions: | None |
| Fix versions: | None |

| | | | |
|---------------------|-----------------------|-----------|------------|
| Type: | Epic | Priority: | Critical |
| Reporter: | Juan Camilo Rodriguez | Assignee: | Unassigned |
| Resolution: | Unresolved | Votes: | 0 |
| Labels: | None | | |
| Remaining Estimate: | Not Specified | | |
| Time Spent: | Not Specified | | |
| Original estimate: | Not Specified | | |

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| Rank: | 0ji08of1: |
| Start date: | 04/Sep/25 |
| Issue color: | purple |

[CMPT-13] Fast Chat Filling – Chatbot Info Design Created: 24/Jul/25 Updated: 09/Aug/25 Due: 03/Sep/25

| | |
|-------------------|--|
| Status: | To Do |
| Project: | Nike AI Chatbot – Order Inquiry Automation |
| Components: | None |
| Affects versions: | None |
| Fix versions: | None |

| | | | |
|---------------------|-----------------------|-----------|------------|
| Type: | Epic | Priority: | Critical |
| Reporter: | Juan Camilo Rodriguez | Assignee: | Unassigned |
| Resolution: | Unresolved | Votes: | 0 |
| Labels: | None | | |
| Remaining Estimate: | Not Specified | | |
| Time Spent: | Not Specified | | |
| Original estimate: | Not Specified | | |

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| Rank: | 0ji08oet: |
| Start date: | 01/Sep/25 |
| Issue color: | purple |

[CMPT-11] Confirm Completion Created: 24/Jul/25 Updated: 24/Jul/25

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| Status: | In Progress |
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|-------------------|--|
| Project: | Nike AI Chatbot – Order Inquiry Automation |
| Components: | None |
| Affects versions: | None |
| Fix versions: | None |

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|---------------------|-----------------------|-----------|------------|
| Type: | Task | Priority: | Critical |
| Reporter: | Juan Camilo Rodriguez | Assignee: | Unassigned |
| Resolution: | Unresolved | Votes: | 0 |
| Labels: | None | | |
| Remaining Estimate: | Not Specified | | |
| Time Spent: | Not Specified | | |
| Original estimate: | Not Specified | | |

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Description

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| <p>Gently, the bot made the following prompt at the end of the conversation:</p> <p>This has solved your concern. Was this interaction to your expectations?"</p> <p>The customer was then requested to rate the interaction, which could be compiled, with other reviews, to track the performance and improve the chatbot.</p> |
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| [CMPT-10] How to Guide to Use Support Created: 24/Jul/25 Updated: 24/Jul/25 | |
| Status: | In Progress |
| Project: | Nike AI Chatbot – Order Inquiry Automation |
| Components: | None |
| Affects versions: | None |
| Fix versions: | None |

| | | | |
|---------------------|-----------------------|-----------|------------|
| Type: | Task | Priority: | Critical |
| Reporter: | Juan Camilo Rodriguez | Assignee: | Unassigned |
| Resolution: | Unresolved | Votes: | 0 |
| Labels: | None | | |
| Remaining Estimate: | Not Specified | | |
| Time Spent: | Not Specified | | |
| Original estimate: | Not Specified | | |

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Description

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| <p>In cases whereby a chatbot would fail to settle a customer issue, the case is to be referred to a Nike support agent in British Columbia. The addition of the entire chat history and the relevant information about the customer, namely order number, the nature of the problem will allow the agent to give a timely and correct answer. They should not allow their customers to repeat their situations more than need be.</p> |
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[CMPT-9] [Evaluate Input of Users](#) Created: 24/Jul/25 Updated: 24/Jul/25

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|---------------------|--|-----------|------------|
| Status: | In Progress | | |
| Project: | Nike AI Chatbot – Order Inquiry Automation | | |
| Components: | None | | |
| Affects versions: | None | | |
| Fix versions: | None | | |
| | | | |
| Type: | Task | Priority: | Critical |
| Reporter: | Juan Camilo Rodriguez | Assignee: | Unassigned |
| Resolution: | Unresolved | Votes: | 0 |
| Labels: | None | | |
| Remaining Estimate: | Not Specified | | |
| Time Spent: | Not Specified | | |
| Original estimate: | Not Specified | | |
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| Rank: | 0ji08oc5: | | |

Description

The current research takes into account the ability of a bot to analyze the customer conversation and properly formulate the key question. In case the demand is clear and is linked to an identified problem, in this case, tracking order details, the bot should simply act upon it. There the system can solicit certain details like the order number and in case this is not sufficient, it can take the chain of information to human service agents so that the needs of the customer are fulfilled.

[CMPT-8] [Match Intent with Response](#) Created: 24/Jul/25 Updated: 24/Jul/25

| | | | |
|---------------------|--|-----------|------------|
| Status: | REVIEW | | |
| Project: | Nike AI Chatbot – Order Inquiry Automation | | |
| Components: | None | | |
| Affects versions: | None | | |
| Fix versions: | None | | |
| | | | |
| Type: | Task | Priority: | Critical |
| Reporter: | Juan Camilo Rodriguez | Assignee: | Unassigned |
| Resolution: | Unresolved | Votes: | 0 |
| Labels: | None | | |
| Remaining Estimate: | Not Specified | | |
| Time Spent: | Not Specified | | |
| Original estimate: | Not Specified | | |
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Description

In case the bot registers that the query entered by the user is a delivery delay, the bot needs to make use of a response that is created based on a defined set of responses. When the order is already shipped, the best choice would be the following:

Your order has shipped on [Date]. Tracking number: [Number]."

Giving out inaccurate or misinformed data remains as an unpopular risk. Where one of the information provided is wrong, the bot should forward the query to a customer service officer to do further research.

[CMPT-7] [Deploy Chatbot](#) Created: 24/Jul/25 Updated: 24/Jul/25

| | |
|-------------------|--|
| Status: | REVIEW |
| Project: | Nike AI Chatbot – Order Inquiry Automation |
| Components: | None |
| Affects versions: | None |
| Fix versions: | None |

| | | | |
|---------------------|---------------------------------------|-----------|------------|
| Type: | Task | Priority: | Critical |
| Reporter: | Juan Camilo Rodriguez | Assignee: | Unassigned |
| Resolution: | Unresolved | Votes: | 0 |
| Labels: | None | | |
| Remaining Estimate: | Not Specified | | |
| Time Spent: | Not Specified | | |
| Original estimate: | Not Specified | | |

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Description

To accommodate the customer queries in the Track My Order portal of the Nike Canada app and site, it was also considered suitable to integrate a chatbot in it. Success of such implementation was evaluated in a rather systematic way as there was daily monitoring of performance indicators including total number of chats processed and speed of answering customer inquiries. Population exploding aspects were also monitored to measure the ratio of conversations that required human input. These metrics gave a full picture of the efficiency of chatbots and have been implemented to make further amendments.

[CMPT-6] [Database of Response](#) Created: 24/Jul/25 Updated: 24/Jul/25

| | |
|-------------------|--|
| Status: | In Progress |
| Project: | Nike AI Chatbot – Order Inquiry Automation |
| Components: | None |
| Affects versions: | None |
| Fix versions: | None |

| | | | |
|---------------------|---------------------------------------|-----------|------------|
| Type: | Task | Priority: | Critical |
| Reporter: | Juan Camilo Rodriguez | Assignee: | Unassigned |
| Resolution: | Unresolved | Votes: | 0 |
| Labels: | None | | |
| Remaining Estimate: | Not Specified | | |
| Time Spent: | Not Specified | | |
| Original estimate: | Not Specified | | |

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Description

The bot will be able to respond to a round of inquiries with regard to the reconnaissance delays by responding to it with the following feedback:

Your order was dispatched on 15 July 2021, which is expected to come on 20 July 2021. Additional information may be obtained by using a tracking link below."

Whenever the bot cannot fix an issue, it can advise the customer to meet the Nike personnel by saying:

I am still at the training phase. I am going to transfer you to one of the Nike representatives."

When a complex or urgent situation occurs, the bot is likely to hand over the customer to a live operator within the line of Nike support.

[CMPT-5] Incorporation of NLP Engine Created: 24/Jul/25 Updated: 24/Jul/25

| | |
|--------------------------|--|
| Status: | In Progress |
| Project: | Nike AI Chatbot – Order Inquiry Automation |
| Components: | None |
| Affects versions: | None |
| Fix versions: | None |

| | | | |
|----------------------------|---------------------------------------|------------------|------------|
| Type: | Task | Priority: | Critical |
| Reporter: | Juan Camilo Rodriguez | Assignee: | Unassigned |
| Resolution: | Unresolved | Votes: | 0 |
| Labels: | None | | |
| Remaining Estimate: | Not Specified | | |
| Time Spent: | Not Specified | | |
| Original estimate: | Not Specified | | |

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Description

Connect chatbot to a Natural Language Processing model that would allow it to process a variety of linguistic phrases that logically mean one and the same thing (e.g., Where is my package? or Track my shoes). Train the system to determine the main intention of the user based in their input i.e. delivery, returns or cancellations.

[CMPT-4] AI Chatbot development Created: 24/Jul/25 Updated: 24/Jul/25

| | |
|--------------------------|--|
| Status: | In Progress |
| Project: | Nike AI Chatbot – Order Inquiry Automation |
| Components: | None |
| Affects versions: | None |
| Fix versions: | None |

| | | | |
|--------------------|---------------------------------------|------------------|------------|
| Type: | Task | Priority: | Critical |
| Reporter: | Juan Camilo Rodriguez | Assignee: | Unassigned |
| Resolution: | Unresolved | Votes: | 0 |
| Labels: | None | | |

| | |
|----------------------------|---------------|
| Remaining Estimate: | Not Specified |
| Time Spent: | Not Specified |
| Original estimate: | Not Specified |
| Rank: | 0 i08oat: |

Description

Create a basic chatbot those people will interact with when they ask, whereis my order, how I can make a resend and how I can get a refund etc. All information related to these questions is usually posted in the Help section, enumerated at the Nike Messaging Page, or placed on the bottom of the web-site. To maximize user interaction and service delivery, the chatbot is designed in such a way that one will help the user to feel welcome and make the most suitable response based on their needs.

[CMPT-3] [Establish Escalation Protocol](#) Created: 24/Jul/25 Updated: 24/Jul/25

| | |
|--------------------------|--|
| Status: | To Do |
| Project: | Nike AI Chatbot – Order Inquiry Automation |
| Components: | None |
| Affects versions: | None |
| Fix versions: | None |

| | | | |
|----------------------------|---------------------------------------|------------------|------------|
| Type: | Task | Priority: | Critical |
| Reporter: | Juan Camilo Rodriguez | Assignee: | Unassigned |
| Resolution: | Unresolved | Votes: | 0 |
| Labels: | None | | |
| Remaining Estimate: | Not Specified | | |
| Time Spent: | Not Specified | | |
| Original estimate: | Not Specified | | |

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Description

In those cases, where the user input could not be understood after the second attempt by the conversational agent or when the query is rather complex, e.g. when the user asks questions, related to the problem of frauds or difficulties with the payments, the interference of a human agent is supposed. The forwarding of the chat ought to be in the form of an explanatory note that is aimed at assuring the users:

"Hang tight! I am getting you some contact to one of the people at Nike.

[CMPT-2] [Carry out Delivery Action](#) Created: 24/Jul/25 Updated: 24/Jul/25

| | |
|--------------------------|--|
| Status: | To Do |
| Project: | Nike AI Chatbot – Order Inquiry Automation |
| Components: | None |
| Affects versions: | None |
| Fix versions: | None |

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| | | | |
|---------------------|-----------------------|-----------|------------|
| Type: | Task | Priority: | Critical |
| Reporter: | Juan Camilo Rodriguez | Assignee: | Unassigned |
| Resolution: | Unresolved | Votes: | 0 |
| Labels: | None | | |
| Remaining Estimate: | Not Specified | | |
| Time Spent: | Not Specified | | |
| Original estimate: | Not Specified | | |

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Description

When a customer places a request on a replacement of a product, refund or tracking status updations, such requests need to reach the back-end of Nike, order-management system (OMS). The outcome has to be reported to the requester, which is usually in the form of, Order refunded or Replacement issued.

[CMPT-1] Fast Chat Filling chatbot information Created: 24/Jul/25 Updated: 24/Jul/25

| | |
|-------------------|--|
| Status: | To Do |
| Project: | Nike AI Chatbot – Order Inquiry Automation |
| Components: | None |
| Affects versions: | None |
| Fix versions: | None |

| | | | |
|---------------------|-----------------------|-----------|------------|
| Type: | Task | Priority: | Critical |
| Reporter: | Juan Camilo Rodriguez | Assignee: | Unassigned |
| Resolution: | Unresolved | Votes: | 0 |
| Labels: | None | | |
| Remaining Estimate: | Not Specified | | |
| Time Spent: | Not Specified | | |
| Original estimate: | Not Specified | | |

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Description

The use of past customer previous chat is a sound method of training a chatbot. Through tagging phrases of utterance like, I never received shoes and Where is my delivery developers can get the system to be more accurate. Besides, the quality of the training is directly linked to the rate at which the chatbot learns suitable answers.