

October 09, 2018



CCSU – AI Chat Bot Project





Actions Completed This Week

- New meeting time + group meeting
- Selected and detailed 3 user stories
- Discussed epic breakdown (not formalized)
- Specialized research
 - API, integration, languages

Actions Planned Next Week

- Diagram/Plan out use cases
- Formally breakdown epics
- Maybe begin attempting basic chatbot development?

Overall Project Status



Key Milestones:

- ✓ Stories agreed upon, planned
- ✓ Tools agreed upon and researched

Project Risks and Barriers

- Clarification on final product
- User Story 3/6- # of intents?



Actions Completed This Week

- Use cases have been discussed and formulated
- Epics have been broken down into stories and from there into their separate questions
- Research into cloud aspect of this project

Actions Planned Next Week

- Break down the questions further
- Build intents and other framework for the chatbot
- Now that we will have intents and questions for the chatbot, perhaps now begin attempting basic chatbot development?

Overall Project Status



Key Milestones:

- ✓ Epics broken down into stories and further
- ✓ Use cases developed with clear idea of how the system will look

In Class Assignments:

- Project Proposal
- System Requirements 10/4/18
- Upcoming: Product Backlog 10/18/18

Project Risks and Barriers

- Clarification on the cloud aspect of this project
- Is firebase a desired tool for hosting the API and other cloud interactions as well as for integration with the chatbot?

APPENDIX



Actions Completed This Week

- Monitor production, meeting daily with maintenance and business
- November 19 release delivered
- Continued work on December release
 - Cycle 1 Test 86% Complete with **94%** Pass Rate
 - 7 defects = 1 High + 4 Med + 2 Low of which 1 Med in fixed status.
 - 9 CRs for December Complete
 - Analyzed 3 new incidents. One remains to be resolved.
- Continued 1 hour daily KT with maintenance for December PPMs.
- Reverse job shadow includes code review of all maintenance PPMs for November (Completed) and December.
 - Playback session by maintenance took place for 11/17.

Actions Planned Next Week

- Monitor production, meeting daily with maintenance and business
- Continued work on December release
 - Complete Cycle 1 Test 11/23
 - Resolve Cycle 1 defects
 - Execute 20% of Cycle 2
 - Resolve remaining incident.
- Continued 1 hour daily KT with maintenance for December PPMs.
- Reverse job shadow includes:
 - Code review of all PS/maintenance PPMs for December.
 - PS takes up all incidents with support from invest team
- Schedule KT for remaining change controls.

Overall Project Status

Key Milestones:

- ✓ Release date - 10/22
- ✓ Follow up Release 10/27
- November Release
- ✓ Build 10/24 – 11/2
- ✓ QA Test 11/3 – 11/11
- ✓ Freeze 11/15
- ✓ Release 11/19



Project Risks and Barriers

- **Risk – December Release items being delivered to QA** late could impact quality of the deliverable. **CLOSE**
 - ✓ Deliver 3 incidents, 1 known issue and 2 change controls 11/9
 - ✓ Deliver 6 change controls 11/11- may have limitations.
 - ✓ Deliver 2 change controls 11/14
 - ✓ Insure resources are not distracted by new Sales & Service Experience Project.
- Date 11/14, Owner – Helen Ware

SAMPLE



Actions Completed This Week

- ~~Learn more about the existing systems at the Hartford to better define the system boundary~~
- ✓ Finalize version 0.1 of the requirements document
- ✓ Create a prototype using (Dialogflow/Action SDK/Cloud SDK)
- ✓ Implement features that require no integration with existing systems (minimum FAQ functionality)
- ✓ Test the application using Google Assistant simulator
- ~~Test using Google Assistant on smartphone (Test)~~

Actions Planned Next Week

- Better familiarize ourselves with webhooks
 - Complete Sample App using webhooks
 - Create a basic webhook connected to our application
- Continue to add frequently asked questions and other basic requests
 - Complete auto insurance FAQs
 - Start home & business insurance FAQs
- Create a development schedule for entire project
 - Break down the tasks we need to implement for Phase 1 and Phase 2
- Compile a list of potential requests that the application can handle and send to team before next meeting

Overall Project Status



Key Milestones:

- Phase 1:
 - ✓ Base FAQ Prototype 2/7
 - ...
 - Phase 1 Complete 2/22
- Phase 2:
 - ...
 - Phase 2 Complete

Project Risks and Barriers

- Risk – Our limited understanding on insurance may result in certain information being inaccurate
 - We are currently going off of information found on The Hartford's website, but we may not completely understand
 - We need to determine a method of verifying the information we add
- Risk – Our DialogFlow agent may become disorganized as more questions are implemented and more intents are created
 - DialogFlow provides little in the sense of project organization