**Project plan**

**Group project Semester 3**



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# Project description

Vehicle trading is challenging for both buyers and sellers. Buying and selling a vehicle without payment and delivery guarantee is a very tiring and risky process. Bas World has a proven track record in both local and global commerce and basworld.com has built on that experience. It has revolutionized the global trade of commercial vehicles and machinery, selling more than 10,000 vehicles each year.

Bas World has been operating in this market since 1962 in order to be a reliable platform. Today it has Europe's largest fleet of new and used trucks, tow trucks, trailers, machinery, pickup trucks and agricultural machinery.

Serving thousands of customers annually brings with it many problems that need to be resolved. Solving these problems as soon as possible and keeping customer satisfaction at the highest level is the main purpose of Bas World and this project. In order to ensure this and to provide 24/7 customer support to tens of thousands of people from all over the world, it is aimed to produce a chat bot that ultimately will become fully autonomous in this project.

# Problem description

The bus world website has some issues and many of the customers and client weren’t satisfied of the services that the website is offering for the customers. So, by the time passes more and more customers are using the website and many of them have problems with orders, vehicle …etc.

The company has decided to create a live chat for customers to chat with the employees when there is an issue with an order or something. But the bigger problem is when the amount of customers has risen and they were aren’t enough employees to chat with all the customers and some of them were just putting on hold for a long time and even few of them just leave the live chat.

So, the company is thinking of designing a live chat bot which is about an artificial intelligence that can communicate with the customers and tell them what their needs and solve their problems in order to satisfy them.

# Project goals

We, as a software developer team has a given the task to design the chat bot. it should be possible for the customer to tab the button which can open the live chat bot (it can recognize the customers if they are logged in or not) and then the chat will ask the customers what problem they have. The idea so far is the chat bot offer some frequently asked questions that most of the customers has problems regarding that questions.

The main goal for the client is to have a working chat bot which can communicate with people and can reply back the message if the customer sends a message in the live chat.

# User stories with acceptance criteria

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| ID | As a: | I want to be able to: | So that: | Priority | Status | Estimation points |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| US-01 | Customer | Log in | I have access to my personal data | Must | Finished | 3 |
| Acceptance criteria:   * If log in is successful, the main page is displayed * If log in is not successful, it takes the customer to register page | | | | | | |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| US-02 | Customer | Register | I can have an account and keep track of my data | Must | Finished | 3 |
| Acceptance criteria:   * If registration is successful, an account is created * If registration is successful, the customer is redirected to the log in page * If registration is not successful, it remains on the registration page | | | | | | |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| US-03 | Customer | Open the chat bot | I can ask a question or search for my problem | Must | Finished | 3 |
| Acceptance criteria:   * If the user is logged in, the chat bot will say his name. * If the user is not logged in, the chat bot will say welcome guest and ask the customer to login in order to help him * If the user reply to the first message, the chat bot will supply a set of possible frequently asked questions that most of the customer are looking for an answer to one of them | | | | | | |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| US-03 | Customer | Ask the Chabot predefined question | I can find a solution to my problem | Must | Finished | 8 |
| Acceptance criteria:   * If the customer didn’t fine his question on the frequently asked questions he can type the question as a message to the chat bot * The chat bot should reply back a possible answer to his question * If the customer didn’t find a solution to his problem, the chat bot will redirect the customer to one of the employees or the company general email. | | | | | | |

# Phasing

We are going to use Scrum which is an agile process framework for managing primarily software development, designed for small teams, with goals (what’s need to be done) that can be completed within incremental timeboxed iterations, called **sprints**

Every sprint is consist of 3 weeks approximately and it has a list of goals that has to be finished before the deadline of the sprint

|  |  |  |
| --- | --- | --- |
| Sprints | Deadline | Goals |
| A | 8/10 | Project plan with the product back log |
| B | 1/11 | First demo of the application |
| C | 22/11 | User ability to select topic and see the most asked questions |
| D | 17/12 | Creating the logic for the chatbot to answer any user messages |
| E | 17/1/2023 | Final demo of and delivery of the application |

after each sprint we should present we have we done and what progress to the client and make a scrum meeting with the teacher for the sprint review and planning for the next sprint.