

DEAKIN UNIVERSITY

PROJECT DESIGN

ONTRACK SUBMISSION

Handover

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October 4, 2018





Deakin University

Chat Now-B

Project Handover

29/09/2018

Project Sponsor

Company/Department, Name

Project Team

Chat Now-B

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Document Version 1.0

Purpose

This document defines the transfer of all relevant information and artefacts produced during the course of SIT782. With this document, a new member should be able to identify all key aspects and artefacts of the project and have access to key systems or configurations.

Project Description

The main objective of the project is to deliver a Chatbot that captures the scenarios of requirement that has been provided by the client. This enhance the focused goal of the Now finance to deliver the needs of the customer through user friendly communicative Chatbot. The chatbot will have the end to end functionalities in delivering the efficient round the clock support to the clients accessing the Now Finance website. It would have the following key functionalities.

- The Overall project concentrates on increasing the customer experience and also to get the leads on the customer expectations.
- The multiplatform Integration capabilities through Facebook, slack etc.
- Multichannel Integration concentrating on addressing the Business to Business and Business to Consumer Needs.
- Marketing Channel Integration for getting the leads of customers visiting the website and to Increase the traffic.
- Core Brand values of the company needs to be articulated by the Bot while answering the queries.
- Providing the best of business value through all the windows of customer facing by the company

Artefacts List

Artefact Name	Artefact Type	Revision Number	Notes
Amazon lex platform	ChatBot Platform	2019-9-29 (V1)	Integrated to Chatnowb.now.sh for the demo purpose
Amazon Lex Api	Api Access	2019-9-29 (V1)	Api Access for Intents based on clients FAQ Questionnaire
Hosting Platform			
GitHub Account	Source Code and website Documents	2019-9-29	Source code of Intents and code snippets used for extracting FAQ's from website through code and Front end code

Business Features

Feature	Client Sign-Off State	State	Notes
Amazon Lex Integration to the demo website		Final	Amazon lex chatbot integration to the hosted website for demo. https:chatnowb.now.sh
Responsive design of chatbot		Final	Responsive design for the chatbot
New Requirement based intent creation and provide human like conversation		In-Progress	Developing human like conversation for rich customer experience

Planned Work

New user stories planned out for sprint 3 future implementation:

Please refer to project Trello board [here](#).

Planned Feature	State	Sprint	Notes
SSO Authentication	Not Started	3	SSO Authentication not completed in this scope.
Customized replies as we are yet to get the theme of responses	Not Started	3	Waiting for detailed requirement
Multi-channel integration	Not Started	3	Waiting for the channels clients are expecting

Open Issues:

As the project currently focus on minimal features and team is working on integrating the new features based on the requirements provided by the client. Below are the few challenges and queries that the team is waiting for

- Request has been raised for clear requirements on what are all the multichannel platform the clients are looking for.

- The back end team has developed and integrated the intents based on the company FAQ's so the team is looking out for new heads up on the answer theme for the queries
- Waiting for clear understanding on how the client would like to handle the manual intervention for the customer support.
- The scenarios that the client would expect the bot to handover the query to the customer support team.
- The theme requirements for the chatbot as lack of customer data to train chatbot effectively
- Clear understanding on clients Q&A theme with fonts and the way of answering.
- Understanding the clear requirement based on the business model so to develop the chatbot effectively to reach out to Now Finance customers effectively.
- We have developed chatbot using Amazon Lex so would like to know the response from the client to effectively train the chatbot to the next level.

Lessons Learned

- a) Team work handling of tasks based on the technical expertise and collaboration
- b) Understanding the requirement and trying out more than one technology of chatbot framework , so as to select the framework which aligns with client requirement
- c) Collectively building through collaboration and pitching of idea while implementing or selecting of key implementation
- d) Professional level of presentation and information brainstorming while handling the business level clients.
- e) Clear documentation of approaches and learning from the mistakes.
- f) Identifying Failure point and approaching it effectively to overcome it.
- g) Task handling and progress discussion to identify the roadblocks

High-level architecture of the product

- Depending on the project: Please provide some sort of a high-level architecture of your project highlighting the key components of the project and how they integrate/talk to each other.
- Please provide any necessary deployment details.
- Please provide detailed set up instructions for the development and/or testing environment(s) – I.e tools/IDEs/scripts/ etc.

User Manual

The chatbot developed having the key features been integrated into <https://chatnowb.now.sh>

- Please click on the link <https://chatnowb.now.sh>

- Chatbot FAQ of the website has been integrated using the intents creation.
- The chatbot is Responsive and can be accessed using the mobile phone using the above link
- Once the chat window is open please input your query to the bot and get response.

Other Documents

Please include any appendices or other relevant documents not covered in the above sections, for all artefacts delivered during the course of the project.

Sign-off

We Prajwal Kumar, Annamalai have included all relevant material which is agreed to be included in this handover. If an artefact is not included, it is stipulated in the Planned Work section, or artefacts list.

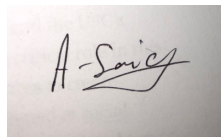
Date:

29/09/2018

Signed



Prajwal Kumar.



Saicharan chowdary



Muhammad Arslan Asif



Trushar Vekaria