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PROJECT SCOPE
CHATNOW-B

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Document Revision History

Date	Version	Editor	Reason	Supervisor Signature	Client Signature
09-08-2018	1.0	Prajwal Kumar	Document creation	Supervisor signature to indicate approval	Client signature to Indicate approval

Motivation / Problem Description:

Due to the growing client data base for personal loans in the Company Now Finance, there is heavy traffic and repetitive work which the customer support is experiencing. This makes the customer support professionals with lot of burden answering the customer queries which they must do on the regular basics. Answering the same kind of queries can makes them loose interest or not to focus on the quality of the answers that is to be delivered to the end customers which might affect the user experience of the customers. With the additional increased customer base, it will also add up the cost for the company in bringing the customer office executives on board to answer these questions frequently.

Therefore, Customer service being most important for the company, to overcome the existing problem the proposed solution of this project is to develop a chatbot which does the same job as customer support with additional benefits like cost effective and can be integrated to multi platforms and there by provides the best of the user experience.

Context

Chatbot technology for enriching the customer experience and reducing the delay time for the query.

Value proposition

- Smart, Simple and helpful ways of providing answers to the customer needs
- Supports and scales the Business teams with their relationship with customers
- Provide customer support 24/7
- Having the Chatbot technology adopted to the business early might give an advantage over the competitors.
- Can be integrated with other platforms and help the business to grow.
- Reduces cost in terms of staffing more customer representatives.
- Saves time of the customer service representatives and helps them focus on the other important tasks.
- Can handle more tasks at same time and thereby reducing customers wait time.

Core Idea/User Stories/Requirements

Chatbot can be used to answer all the queries without any time delay with 24/7 availability. Ensuring to reduce the delays by swift replies. Replying to all the queries by classification of B2B and B2C. Understanding the feasibility of integration in to collaborative channels

Target Deliverables

A prototype of chatbot functioning that can be integrated to Now Finance website.

Roadmap

1. Exploring the framework by analyzing the feasibility, costing, support and security for chatbot development
2. Designing the UI and UX chatbot for NOW Finance
3. Developing the working prototype using the intents and entities based on the NOW Finance requirement and Unit testing the features
4. Integrate with multiple platforms for better engagement with the customers and to provide quick replies to queries
5. Deploy based on the requirements of the client

Execution Strategy

The project will be executed in sprints total of 3 sprints as a whole

Sprint1: Analyzing the chatbot framework feasibility.

The goal here is to understand the pros and cons of chatbot frameworks. Here we analyzed the services provided and each of us developed a simple student course advisor chatbot. The chosen frameworks were Amazon Lex, Microsoft Bot, IBM Watson and recast.ai

Target deliverables: Showcasing the working demo to the supervisor and We decided to work on Amazon Lex after comparing all the above-mentioned frameworks because there were more services provided by Amazon which can be easily integrated and moreover helped us to meet the client requirements.

Sprint2: Building a prototype on Amazon Lex(Waiting for the detailed client requirement)

Target deliverables: Working prototype of the chatbot application

Sprint 3: N/A(Waiting for client requirement)

Target deliverables

Limitations, Constraints and Considerations

The constraint as of now is that we have not met with the client to get the exact requirements and to consider the limitations for the project.

Team has analyzed and decided on to build on Amazon Lex but as the clarity on the requirement and what the client expectation is still not clear