

PROJECT DOCUMENTATION

WORK PACKAGE

Project: **E-commerce website for Caramels and Almonds**

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**Team/Person
Authorised:** Group 5

PRINCE2

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Version No: 1.2

1 Work Package History

1.1 Document Location

This document is only valid on the day it was printed.
The source of the document will be found on the project's PC in location



1.2 Revision History

Date of this revision: 11/08/2023
Date of Next revision:

Revision date	Previous revision date	Summary of Changes	Changes marked
11/08/2023	27/07/2023	Updated up to Sprint 03	
27/07/2023	08/07/2023	Updated up to Sprint 02	
08/07/2023	-	First issue	

1.3 Approvals

This document requires the following approvals.
Signed approval forms are filed in the Management section of the project files.

Name	Signature	Title	Date of Issue	Version
Dr.Yasas Jayaweera		Project Board	13/08/2023	1.2
Pruthuvi Wijesinghe		Project Manager	13/08/2023	1.2
Miss. Senuthi Wijesinghe		Client	13/08/2023	1.2

1.4 Distribution

This document has been distributed to:

Name	Title	Date of Issue	Version
Pruthuvi Wijesinghe	Project Manager	13/08/2023	1.2
R.S Senarathna	Quality Manager	13/08/2023	1.2
A.S De Silva	Risk Manager	13/08/2023	1.2
Hasini Jayasekara Vithanage	Scheduling Manager	13/08/2023	1.2
H.M.Pumudi Herath	Start-up Manager	13/08/2023	1.2

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Work Package

3 Purpose

The primary goal of this document is to offer details about the necessary milestones to formally allocate job responsibilities to each team member. The team members can outline the necessary tasks to finish the project using a WBS component. This work package document also provides a technique for estimating project costs that makes sure none of the important outcomes are minimized. The team members can work on several areas of a project at once using work packages. Additionally, this document is helpful for allocating resources.

4 Work Package Description

This Work Package document focuses on all the tasks and deliverables related to Sprint 3 of the project. It includes activities such as implementing the AI-based chatbot assistant, training the chatbot, and testing Sprint 3.

5 Product Description(s)

- a) Implement the AI-based Chatbot assistant: The website's development team will incorporate a chatbot that is powered by AI. This chatbot will be created to interact with users, respond to their questions, share product details, and support them as they navigate the website.

- b) Train the chatbot: The chatbot will receive training to comprehend client questions and provide helpful answers. To assure the chatbot's correctness and use, this entails entering a wide variety of probable inquiries and answers.

6 Techniques/Processes/Procedures

Implementing an AI-based chatbot to improve user engagement and assistance is the team's main goal for Sprint 3. The developers on this team used a variety of clever strategies to maximize the effectiveness of this chatbot while effortlessly integrating it. We used Dialogflow, a solid platform for natural language processing offered by Google Cloud, to do this. The basis for training the chatbot to comprehend and intelligently reply to user inquiries will be Dialogflow. In order to integrate the trained chatbot assistant into the website, the developers of this team used a WordPress plugin. The chatbot was connected to the website's user interfaces through this plugin, enabling seamless and effective user-AI interaction.

7 Interfaces

- **AI-Based Chatbot Interface:** Users can have interactive chats with the chatbot. Through the chatbot, users will be able to enter their inquiries, prompting the chatbot to intelligently answer.
- **User Interface (Web Interface):** The user interfaces of the website are the primary path via which users communicate with the chatbot. Users can enter their inquiries and see the chatbot's replies on this interface.

8 Quality Checking Method

- **Document review:** Conduct a thorough review of project documents by the quality manager.
- **Client feedback:** Gather feedback from the client and adjust all necessary requirements.
- **Expert reviews:** Seek reviews from subject matter experts.
- **Risk analysis:** Conduct a risk analysis session by the risk manager to identify potential risks.
- **Quality assurance checks:** Perform all quality checks by the quality manager.

9 Configuration Management Requirements

The Configuration Management Plan document is uploaded to the project's Github repository.

(<https://github.com/PruthuviWijesinghe00/SPPM-Project/blob/main/Week%2004%20docs/Configuration%20Management%20Plan.pdf>)

10 Stage Plan Extracts

The Stage Plan version 3.0 document is uploaded to the project's GitHub repository.

(https://github.com/PruthuviWijesinghe00/SPPM-Project/blob/main/Week%2007%20docs/Stage%20Plan_Sprint2.pdf)

11 Agreements

The cost of the project is covered by the client. A budget of 140,000 LKR with a 10% tolerance has been agreed upon by the customer, allowing the team to spend up to 154,000 LKR before needing additional clearance. To ensure good performance and timely fulfillment of the deadline, the project manager assigns each team member to the appropriate task.

12 Sign-Off Requirements

The quality manager will analyze reports and milestones in depth before submitting them to the project board and client. The project manager will evaluate every part of the work, including the features of the website that have been developed within Sprint 3, and whether they need to be changed. The project manager should also make sure that the client is informed of any new features that should be included or missing features that cannot be implemented. The risk manager should perform all the tests to ensure there are no additional bugs or weaknesses.

13 Work Return Arrangements

The project team will collaborate to create improvements that satisfy the client's needs if they decide they do not like the website. This only applies to the elements that were agreed upon by both parties at the time of contract signing, though.

14 Completion

- ✓ Approximately 99% of the proposed project has been completed.

The project team is made up of five members, including the project manager, quality manager, risk manager, scheduling manager, and start-up manager. The team's project manager, Pruthuvi Wijesinghe, is accountable for the project's success. The project's quality manager, R.S Senarathna, will carry out testing and raise the project's total quality. The risk manager, A.S De Silva, is in charge of identifying potential risks that can arise and have an influence on the project and assisting the team in mitigating and overcoming them. Hasini Jayasekara Vithanage is the scheduling manager and is in charge of managing the schedule and strategy to meet the project's goals. The project's start-up manager, H.M. Pumudi Herath, is in charge of interacting with the client and the project team to successfully meet the client's needs while achieving the project's milestones. Pruthuvi Wijesinghe, R.S Senarathna, and A.S De Silva will also perform these essential duties in addition to serving as project developers, while Hasini Jayasekara Vithanage and H.M. Pumudi Herath will be in charge of the documentation.

15 Constraints

There are a few things to think about when it comes to constraints.

- Budget: Agree with the financial limitations set for Sprint 3.
- Time: Sprint 3 is time-bound, and the team completed all the identified tasks and deliverables within the allocated time frame.
- Resources: The availability of resources, including personnel and expertise, may be limited.
- Testing and Quality Assurance: Proper testing and quality assurance are essential to identify and fix any issues or bugs that may arise during the development process.

16 Independent Quality Checking Arrangements

Since all the necessary components of Sprint 3 have been completed, the product will be presented to the client to conduct an independent quality assessment and obtain comments.

17 Reporting

Reports were submitted to the project board via Google Drive every week. All team members are expected to attend the weekly team meetings. Furthermore, board meetings were held once a week with the project board. Client meetings were held via the Zoom platform.

18 Problem Handling and Escalation

The risk manager provided a mitigation plan to handle the identified risks using the risk log and a risk plan when a risk occurred. If the risk manager cannot provide a solution to the identified issue, the project manager will be informed. If the project manager is also unable to settle the issue within the team, then such issues will be reported to the project board, and they will seek solutions from them. There are technical difficulties when integrating the AI-based chatbot with Dialogflow and the WordPress plugin, such as compatibility or connection concerns.