Prototype: Chatbot

Proposed concept: Service model where students directly interact with the application and are able to interact through a messaging system to get information.

Step 1: Hypothesis

We believe that a chat bot will provide an enhancement in the experience compared to a regular application. This will be a quicker and more efficient way to get information around campus considering the high use of mobile devices.

A chat bot includes pre-built, common questions that are easily presented to the user and will allow easier navigation or chat bot experience.

Step 2: Test

To verify that, we will offer a pre-test survey to gather common questions and see ow our users interact with it

Step 3: Metric

And measure: the amount of responses with students; level of user interaction and satisfaction with the ability to interact

Step 4: Criteria

We are right if: Students or users are able to utilize the chatbot to our liking, meaning our preconfigured questions are helpful, the students are able to ask and receive questions that help them and are accurate with matching the data and in the database. Satisfaction is very important therefore that is major factor for us. WE will be testing how satisfied our users are with our product.