**Project Plan**

**Chatbot Web App**

**IT Clan Consulting Services**

|  |  |
| --- | --- |
| Industry Partner | Vimal |
| Primary Instructor | Anjana Shah |
| Team Member | Jerish Bovas |
| Team Member | Jesse Hughes |
| Team Member | Naveen Jose |
| Team Member | Sanjay Kannan |

Document Revision History

|  |  |
| --- | --- |
| Revision # | Date |
| 1.0 | 10/08/2021 |

**Table of Contents**

**1. Executive Summary**

The following describes the project to be executed.

|  |  |
| --- | --- |
| Objective | Create a chatbot to answer questions and assist customers. It will be able to send information to the client and access user data. Can help unlimited clients simultaneously and feels like conversing with a real person. |
| Corporate Goals Addressed | To provide a more interactive system than regular Q&A most companies are using. |
| Planned Start Date | Sept 2021 |
| Planned End Date | Mar 2022 |

**2. Project Approvers, Reviews and Distribution List**

Approvers, reviewers and distribution list

|  |  |  |  |
| --- | --- | --- | --- |
| Project Role | Name | E-mail | Date |
| Project Leader | Jerish Bovas | JerishBradly.Bovas@georgebrown.ca | 10/08/2021 |
| Project Member | Jesse Hughes | JesseEthan.Hughes@georgebrown.ca | 10/08/2021 |
| Project Member and Moral Captain | Naveen Jose | Naveen.Jose@georgebrown.ca | 10/08/2021 |
| Project Member | Sanjay Kannan | Sanjay.Kannan@georgebrown.ca | 10/08/2021 |

**3. Scope**

Define the sum total of all of its products and their requirements or features.

|  |  |
| --- | --- |
| In Scope | Out of Scope |
| Chatbot | Multiple Languages |
| AI/ML Based |  |
| Web application |  |
| Mobile Friendly |  |

**4. Deliverables**

This project will deliver the following.

|  |  |
| --- | --- |
| Deliverable | Description |
| Chatbot | AI Based Chatbot which can integrate with the web application and serve the end users as first line of communication. The desired bot will evolve using machine learning features and will learn the details of community training activities. |

**5. Assumptions**

This project makes the following assumptions;

1. Access to required resources from company and Vimal
2. Project scope will remain the same

**6. Dependencies**

The following are the internal and external dependencies that will have to be acknowledged and addressed;

1. Must complete coding chatbot to begin user testing
2. Access to company site to check for bugs

**7. Risk Management**

|  |  |  |  |
| --- | --- | --- | --- |
| Potential Risk | Severity (H/M/L) | Likelihood (H/M/L) | Management Strategy |
| Files Lost | H | L | Frequently Backup |
| Team Member Emergency | H | M | Leave extra time before deadline |

**8. Communication**

**Reporting**

The following reports will be produced;

|  |  |  |
| --- | --- | --- |
| Report | Audience | Frequency |
| Progress | Group and Vimal | Biweekly |

**Meetings**

The following meetings/communication will be established;

|  |  |  |  |
| --- | --- | --- | --- |
| Meeting | Purpose | Attendees | Frequency |
| Group Meeting | Planning next tasks | Group and Vimal | Biweekly |

**9. Task Listing (WBS- Work Breakdown Structure)**

The following resource proposal template summarizes the resource hours committed to this project, upon final approval of this document.

|  |  |  |  |
| --- | --- | --- | --- |
| Reference | Tasks | Duration | Dependency |
| A | Initiation | 2h | FS |
| B | Planning | 4h | FF |
| C | Execution | 10h | FF |
| D | Testing | 4h | FS |
| E | Follow up | 2h |  |

**10. Gantt Chart**

Chart, waterfall chart

Description automatically generated

**11. Milestones**

|  |  |  |
| --- | --- | --- |
| Major Activity or Milestone | Estimated Milestone Target date | Owner/Reviewer Team Members |
| Prototype | 09/10/2022 | Jerish Bovas |

**12. RAM – Responsibility Assignment Matrix**

**Table

Description automatically generated**

**13. Approval**

The signatures below indicate their approval of the contents of this document.

|  |  |  |  |
| --- | --- | --- | --- |
| Project Role | Name | Signature | Date |
| Project Leader | Jerish Bovas | Jerish Bovas | 10/08/2021 |
| Project Member | Jesse Hughes | Jesse Hughes | 10/08/2021 |
| Project Member and Moral Captain | Naveen Jose | Naveen Jose | 10/08/2021 |
| Project Member | Sanjay Kannan | Sanjay Kannan | 10/08/2021 |