

Sprint I Planning

Group One

Semester 3, Software engineering, HBO-Fontys

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Contents

Table of Contents

Document Versioning	Error! Bookmark not defined.
Table of Contents.....	2
1. Project Statement.....	3
2.1 Stakeholders	3
2. Project Objectives.....	4
2.1 Project Approach	4
2.2 Project Goal	4
3. Feature Requirements Breakdown	5
3.1 Application Requirements.....	5
4. Project Phasing	6
5. Glossary	7

1. Project Statement

2.1 Stakeholders

Formal Client:

Company called **Bas World**, a leader in the field of vehicle trading. Their representative is Guy Lagrand (guy.lagrand@basworld.com)

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2. Project Objectives

2.1 Project Approach

Project, all around (*paperwork, software*), is going to be done through **Agile** methodology.

Agile methodology:

“An iterative approach to project management and software development that helps teams deliver value to their customers faster and with fewer headaches”

2.2 Project Goal

This project aims to develop a Chat Bot feature for their existing website. The idea of the chatbot is to help customers deal with the troubles they are having on the website and possible order problems. If it's not able to assist them, it will transfer them to online customer support.

3. Feature Requirements Breakdown

3.1 Application Requirements

The program requirements are the requirements regarding the functions and workflow of the system.

The application MUST:

- *Allow users (customers) to interact with the chatbot*
- *Allow users (customer-support) to intervene*
- *Allow the chatbot to fully be aware of all customer data*

The application SHOULD:

- *Use Artificial Intelligence model*
- *Give suggestions on user input*

4. Project Phasing

Sprint I (Initial phase):

Activities:

- All-around **research** and planning of the project
- Initial draft of the **Project Plan**
- Setup of the **Git Repository** and the backlog
- Setup of the **RESTful API** with chat functionalities
- Setup of the **Database**
- Full development of the **frontend of the application**
- Proposal for **Sprint II**

Deliverables:

- **Project Plan**
- **Front End (React framework) components**
 1. A user chats window
 2. Customer support overview with incoming messages
- **Back End API (ASP.NET framework) which will handle logic and interact with AI Model**

5. Glossary

Project Plan – “A project plan, according to the Project Management Body of Knowledge is a formal, approved document used to guide both project execution and project control”

Stakeholder – “A person with interest or concern in something, especially business”

Agile methodology – “An iterative approach to project management and software development that helps teams deliver value to their customers faster and with fewer headaches”

Git – “Free open-source version control system used by developers for work management”

API – “Application programming interface, way for two programs to communicate with each other”

RESTful API – “Representational state transfer, an application programming interface (API)”

JavaScript – “Programming language mainly used for building front end web applications”

React – “JavaScript framework”

Database – “Organized collection of data stored and accessed electronically”

