First, we talk about a couple of things about the progress that we made. What, okay, so I think you talked about the project plan on, uh, of how we're getting the data. We'll talk about that briefly, and then we'll jump on to the people with the channels we have, like, taking the comments from the last week. Is there a little, but we must work on the problem statement? We need to squeeze it a bit around the actual problem statement, and I think we'll go over with how we're collecting the data. We're talking because from us, even in us, we're talking to the supporting, how they are doing their work and how we can get there so. Start with the perfect plan. I think this more of a gentle one but will make this more inclined what's how we're going to approach the project and will remember this in a way that we can give you the exact picture of the liberals that we're going to give you exactly each week. No, this how I think we did a planning this more in terms of how we learn from these videos, and we don't remember along with that. We wanted to do it with a kind of a mixed batch of the waterfall, along with the strongest. So, initially, we just started with the business. Can a smarter and of here, I think, will be ten for we are the standard in this, like customs channels still needed to do. This customer relationship revenue model needs to be never like representation. I think we're covered with channels till this point. Then, from the analysis point of view. Okay, okay. All right, from the requirement point of view, I think wear started getting the requirements in terms of the talking to the support and the technical supporting us. And I think we made a satisfactory progress. We heard a suspicion with this rogue planet this week. We're talking to a couple of folks who are working in the field as a part of the eleven in a team to support. Then we'll drill down over this requirement functional and all function document, which will be our common documentation will, which includes what the functional equipment as well as the normal nor functional equipment from the director sent from a western point of view what we're making right now, then design will have the system design document, the design documents such as a whole with what we are actually going to work and how the system looks like how the design is going to look like from what function. In our point of view. So, just to be clear, uh, we're not doing. It's, not a waterfall, it's. Just, you know, yeah, exactly right on that. This is the system initially, what made to show you and get your input. So, they know we want to do a murder, because initially this compass, we are going to embarrass there, but more will be more aggressive in front of the local industry. You know, I must go in too many details, but least you have to say, okay, this is going to get you for the right just as we go. But we need to track against exactly the progress part of you. I think this like more from the delivery part of you. Andi. I have, like jot down, all the faces, that how, how we're going to approach it. We're still going to put more for personal development activities and then move into the testing one of you because we want to do have something up and running. When we do have a final presentation. To have, like most of the requirements covered, we'll give you the detailed plan, including everything. I think. Maybe, like no next week. It just the way that I think, how we wanted to do it in terms of the all the faces, but we'll do it in a traditional manner. Bye. Kill. Yeah. You think you think that way? We have corrected as well, and I can sure this's the older because it doesn't have any detail here because I have put all the comings. I ensure you, that kind of way. But this is how actually we try to model our project plan. But it must be. It needs to be ready when this compass. Okay, so let's, go back to your asses. Want what? Yeah. Yes, yes, yes. For us to understand business, all right, right, that you would come to this when you are doing exactly that was should be into that. Should be integrating that with this, yeah, quality, yeah, okay, generic version like so. You're resigning. If he's any sense if you want. Yeah, because I'm focused. So, I'm like no it's like I agree with your point. This is from a developing perspective only. But I think it will not be a hole of completely water, for it is going to be in a pretty manner, and we will make that plan is willing. Such a rather dehydration will look how their vision will look like. And then, I think, coming on over presentation, I think we put, like several figures into in terms of excellence on seven, go back, let's, start from the beginning. So, what are we doing ? We will be living again, okay, so do you want to go through them again? Hopefully better than last, I, yes, and I thanks. Four. Just a minute. So, lets you be and one time you're making perfect doesn't need any way to get better and better let's go. Are you learning that's it for this whole year ? I don't think so. Presentation perspective like ppt. Um, there's huge. We focus more on the feedback you were giving us and added those components. So, like searching, you told us to service the market right where the gap is because like, a lot of people are already working. And you have shown us the net when the building so we're kind of research into the area like how we get there, but let's go over to the people, and then we'll go to all the fact that you have given us. Yeah, so the problem statement is the same, but well, I trade so our product I bought is going to be automating or automation is supposed to help us minimize human error in our day to day lives and to support our level one and level to support is what our product is aimed at automating so what we need to do is really take time and imagine what our staff or what. Our resource is how much more of a business value can they add if they no longer must do mundane task that we now are being well, that our products is now automating. So, how much more of a business value-add can they be? How much can we reassign them work that will become more revenue that will earn us more revenue in the longer term by automating L one L two tickets? So, along with that, we are also adding an analytical dashboard that we get from the automation that we're doing with the tickets that we do. So, we've taken you, I see as a case study, and we're going to be looking into the Lone l two tickets specifically for us and see how so we have a whole bunch of GA is that do you? L went out to an elderly support, so we're going to see how we can make their lives easier and how. Maybe UIC no longer needs to invest in those many numbers of GAs or how the days can potentially do other, better work for the university. Font size, way fish what's he talking about, of course, you are improving from activists. That's, what you are trying to do, you are building an application to probe brother was am technical support. Take this, yes. No for personal use. Business students must remain productive. It can't cost because you are going for saving. Put whatever you are going to get more. Bang for the buck. Okay, exactly. Um, so who is our customer ? We have three target customers, product based, company's service-based companies before you everyone, you know, four, somebody sitting in the dark has absolute, all right, one. I mean. In technical support, one’s tonight, for one, is more complex. For most of the areas, they would not understand. This that's, the focus of your state. I think the problem is, I think we need you. We were going to their well, because, like this, support area looks different. Just a simple, well, yes, help to support examples of this in the complexity. That piece. And then when you're describing with examples by doing that true. You want a wee, I'm sorry, just one second, so we do have examples for it until that was one feedback we got from last week. I guess my question is, do you want us ? Would it be better to start with that and then move into a problem statement so it's all the years, I don't know every they understand, yes, support todays. A lot of companies were doing technical support. They call for their scent to support center somewhere around the world. So, in the end, yeah, but they don't stay no. Obviously. Yes. Productivity understanding. What is why information, yeah, is helping, you know, reducing cross, proving productive, if that's what you're and is. This is a general intro in the beginning, and you said we'd be presenting. People don't just get your people. They don't know anything, some way to just not a lot of people. So, I think you must approach it, and you must approach it kind of steps of getting a deeper step, the first type of problem. State money, probably. I would recommend a unique way, so you can do diverse ways. I recommend avoiding. First, problems day was just a few like a minute, so avoid talking about l want. You don't have to, but tell us why you're so basically right, you mentioned. Where are all remaining? Technical textiles, super activity and, of course, by you can basically by reducing some of the attitude. Wait can sure we've been productive, then, for any business person, understand, and then you get to be so short it, yeah, so the problem statement should be very understandable by people that don't know you, but I wanted to it's just a minute. Then they're going to say that they're going to take us through your breathing. Is that your name, like hotels ? A lot of details. Here's an example for l want to, and are you targeting L one or two or both energy that you must squeeze in there immediately? Why others. You need us because then now, instead, what ? What you are is the price, or they could be listening. You say, oh, these guys are coming up with something new. Back in you really that's. Very think we started with what we can do a lot with your experience, that they must be very think, language, way, idiot. Okay, I think that's it. Yeah, we'll jump into level one. A one. Support with eggs at full. Yeah. You will see more because about what exactly I want is but let's take a real-life example of an Alan support person, so you are trying to log in to audacity and you forget your password. Oh, are you click on forget passport link and it's redirecting you but it's not resetting your past. So, in a situation like that, what you would immediately do is call up Udacity customer support. That means that they have provided it's not working, and they would give you this. I don't want you seeing it's good, what you're saying very the way you have a you have a lot of texts, the thing that you're going to have to have this guy way have you any clips ? Hills just too long now just be video booth where ? What is the most impact then ? You don't have to write with wait focus on them because the feedback way we're doing more about like what? So, literally what you do ? You alone supported you say example past which we sent that's all I'm talking about? Yeah, then help too, like you would be nice I'm going to, you know, so let's pass order is passed would resent you. We're so there is something, something bigger, no way. So, you need to go well, test coming guy or something of chancellor. Can they make it real, but make it understand you, right ? You know what ? It was presented very less, but you talk more when you are in love, and then you think. Good. But you could. You could. You could do better, but you are giving already the explanation. Yeah, just so our next lead was defining after the example, but I think that you guys gave up, you know, blowing that escalation I went out to and then going into it, what are product helps that pretty good. I don't know what the problem is. I understand what you want to. So, is there a problem with, right ? So, L one support and out to support both do very representative past, so a possible reset is going to be a passage the same issue for one hundred, users without users that I'll give you going to give. Yeah, because you have everyone's. When do we use when there's a reputation wind it and what you, when there is a refugee and you won, standardize right away, and when things are standardized, you could use when things are not standard. So, what you are trying to do his standardized the world, and whenever you standardize the work, you say you improve productivity, that's what all services. When you have service, service involves human interaction, and, since human interaction is valuing its, costly variable in nature. So, if you can't stand the guys all of it, you are improving productive that's. What you need to show that here it is that this is two, we can stand, come bye, standardizing. We can make no mention that's it. So, do it once. Your question, what is nothing, that's it. We have a lot of medication, they're people more. Yeah. Do you have a problem for the support personnel to maintaining your credits ? So, nature chipped in rotation. It's not following their I love you. So, ? So, this is good. Well, let's talk here, right ? So, I mean, this is wearing. We're building a business. So, our people don't they have a list ? A website with, I think use radio cancer ? No, I lost four. So, you said that I'm trying to do a fast work. It doesn't work. I go to the website. There is so clean. Come hell or whatever tell doesn't want to do what is the problem with that ? Well, why don't I have a list of every cues and just do it ? You can't do that. That is one way of doing it from a user perspective. What do you think about it ? My user has to I go for the article and it takes time on my effort to do that. And I could correct. So, there are articles here we're talking about, right ? So, basically, password resets. What do I do ? What the feck you question is so I think you should only be so many. So, what is my so ? Now that there is some problem, we need to find out, can all the problems we made there you go, mate ? Welcome. Can you make them ? No, there are some problems that before human intervention, right ? So, the question for you, since your billing system, what is it ? Rooms that you can make a man, and I'll not make an automatic by the currency. Okay, that's, what you need to explain, and you say, okay, this problem's that curry and they're repetitive, so we can make the little man and improve productivity of this. There are others immediately. We can direct escalade them, too. Human technical support. So, for more than minutes, I know unemployment. Yeah, hi. Other industry. And you don't know what to do with this species for the northbridge and kind of that's. What he said. They still have my friends and I you want to go. Thank you. Just so you could get information, so you must have to go to support. So, let's give an example of the beer even like most settle for someone like you. And the plan is trying to sierra four just forget about in court. You said he didn't see that time. He may be looking through a window. Is that not so fresh ? So, we have, like, no office procedures with us as a cover that cannot be exposed to the plague. What's important ? We were to get you okay, you can perform this probably steps and can do it, getting one point today. I don't know. So, I'm trying to sew. This is I mean, this is a real discussion on personal it's FAQ style it's L one by default usually it's something if you get it. Oh, along person most probably there reading the script so by default itself. So, if we're doing ourselves thinking why do we believe that people still call? Probably it's ? Not that you cannot just go and kill a script is that in addition to their people still want to call it so it's. Not that it's. What scientists there. Sometimes, lazy bone. If I think he's trying to get to a certain age and you're fast, you're developing your front. It's, what you are proposing. That's, what you do. So, what does that, something, sometimes collection, what tonight ? Don't sing. Hymns can be made with a man. What ? And then we're going to look at the problems that would say. This problem's important or not giving you our way. Uh huh, come to Gordon, and he wanted to infect, riveting in India and, like their language, there's, a language barrier. They cannot talk to each other because they have some problems, like very basic problem for problem. To understand that, we need to understand the language. So, there's a language barrier as well. And then we have an in point of wanting Chinese understand being big with the person doesn't get what exactly? Timing, written over system way will be trying to have kind of a language. Kyle, I understand what you're saying. Guy comes into this kind of change, but if you don't. What type of maid you don't you don't have, so I need to understand you could look at this scenario well out of the characteristics of problems that you could make right. Oh, man, then. So, if this problem can be made, I can't have an improvement. What ? But instead of telling me the example, tell me the characteristics off the problems that you can make it back. Complex problems. If you can't explain, then it's very clear developing a product to so to make a dramatic these problems, would that have this problem ? There are other problems that you may not be able to make these problems if I detect that it is this from its, a that's. The problem is that you there is no. I it will be hard. You're not going to develop for it's in, are you ? I'm saying, right, right, you have a product that you want, sell, given whenever I encountered, yes, problem with this guy. Does that make sense ? Yeah. Then you're a front think chances are what you are describing with the language and things like that that's not a problem, per se. It's I think being with standard or the way say that everyone has such doesn't investigate problems. They generally come into the picture. Even there's a language barrier that's for the I beam so it's not you're not going to get a lot of so realities you're not going to get a lot of help. This is love. I want part isn't going so I mean, you must give you mean you're trying to sell. I mean, this is really where we're not trying to be s trying to come up with some it's your body and make rex and Cecil I think that they still have a business case unique to you, Joe. Honestly, nail it down thing that probably I don't know the answer, but probably even though we have you can decompose and have a nice website that will self-serve people. There still are several people that will call and that costs money and that's your business. So, what ? You probably have a self-serve portal. Anyways, with questions and if you can drive people to that that's fine that's the same. But there still are people that I just prefer to do walker, and that costs money you quantify home. Many are those how much he digs for calling everything and those are the ones space because he's, trying to take the cue and nice to decide that and just make it into a body. That that's the current state of bob technologies about that nice it asked questions and understand don't die got questions. Does it basically take your hundred every few questions ? Ideally, I want to have a nice self-serve order for those as well. I'll try to navigate people to the self-serve, but they don't. If they want checkbox, calculate your business for sale that you're running. Thanks. Help to economics is probably right. It's probably. Yeah, that simple is probably collecting information. Yes, I think that out out to his, probably we're having some models to analyze, I think like a fish. Emily, we'll be happy. There figures this tissue like they have property, not in the system, even though there, like said a lot of property, but there is visiting. So, we're trying to put there is a lot of thinking about what you needed, like no human intervention. You got one chance to stay until I understand what you're saying. It's very good to go a long distance, and it will be improved significant, significant people. But in terms of presenting, you're going to tell me now this example, what are the characteristics there, fry of the problems that can be made from matt ? What about the others ? Yeah, if you if you have this, then you will understand how many problems off this kind of right. Daniel, you thank us. We're going to show the automatically on the cost for that was going to. If I don't understand that, I would not know what the body of the problem is can be treated this way, and you would not understand. So, finally the director statistics and recognize them and then do the economic spaced on that. And they'll give there'll be some break-even point. You're lower than that. Probably it's not worth investing, right ? Get out of there! Best way to find out. We didn't have a generic version of that. I want to, you know, costs. So, we were saying that on average, the number of l want tickets. Yeah, fifty-five thousand and hourly rate. It was a range that they provided us ten to fifteen dollars, so twelve dollars ? So, you can see the fort across well, with the total number of that one. And I'll stick it so far, one million is your initial costs. And then with automated, you could see saying we're seeing eighty four percent saving because we're saying we could automate ninety percent of the tickets. Wait, you do get to figure ninety percent. And, Judy, how do you know which everyone takes that? You can ? Yes. So, what ? We deep that into the specific use case will be act will have more specific numbers. Generic number. So, we're going to study that ? Yes. Yeah, I understand the tradition. One ticket. If you do that, you have a you have a problem ? I have a very, very difficult enough problems because I was distracted. They get down there, get a doctor. If you have that dream. You have this specific girl. Yeah, and like before started this, people said of his time, talking to them because can't do that. Others have their support, right ? Clever idea. We talk to Roy regarding the support, he said that he can have access to the ticketing data. But then he said, little John 5 if you can live with. I'm like, and so whatever percent. That you understand ? Wait, I need your approval if they need to do so if they say so so prices that he knows you so well, just let him off. Try said that he knows you. So, yeah, way there were going to get some history off negative data. I think we should report it, but there's an interesting video on this. It is quickly before we get into the video. So, wait, the main thing that worked on this week was like, how can we set our product apart from for that week last week with his neck, and most products out there today. What they have is a service catalog available for the user as well as a chat for that, will you type questions asked them and they will reply what IBM Watson or our products specifically appreciates is since I've been watching has that extra facility of speech to text, we would start integrating with virtual assistants like Alexa go home and people can then just talk about their problems. So, I'm sitting in front of my leader and my father was not working. I would tell Alexa and I that I don't find against searching or there's some because they can't mitigate this fund with that. Because it's cool to talk about it. I see it from a business point of view. Well, so second call drinking and watching tv. Oh, lets can't go fix. I don't mind googling and started. For a barbershop. For fixing. Are you in this thing, you know? Company like original, neither. Something like their needs. Technical support, somebody reporting value me, senator, in this business, are you going to use ? Are you trying to wear things ? We want to be like, how we can make it like, no unique. Yes. So, I don't know if you're you, so that, honestly, I don't think that I think that you are valid. Proposition is very segmentation. The market is big. You can make some money for a few years. I just can't see how, unless you don't have any unique technology you're using general. So, you remember, there were two things that there technical inside and market himself. Yeah, she doesn't have a technical insight. You don't have any, and you're just using out of the box. Just anybody or call it used. So, you are insight is. So, you have a market inside that. There is a need for that. I can't. You see, this problem was very technical. You agree, it's, a very important, cos enormous technique. The question is, when you look at the intern, we're losing support. There are some problems which can be treated. If you can identify what that in this chicken, the set problem. Yes, that can be done. Oh, man, that's. Great, even for us. An initial. I'm sure that apple idea working on these problems and they learn constable directory working. But I think the segmentation hard home week unbundle it, and we can make it more approaching forty, like most kind of you to come. This is a lot of what's going on in terms of forgiveness for the based development in the starters. I think those kinds of darkness cannot put a big of this to go with, right. There is where I think we can do that. That's. Your problem. It's, a marketing site. The difficulty that you've worked with large enough company watch companies, and they've seen that they're trying to solve the problem. And you've identified the there's white over market of spells size companies that they're not handling that yet, and you can come up with a lower cost. Targeted for them so it may not be fancy, may not speak all the different. He doesn't have to, because you're targeting a segment that is more sensitive. Thank you questions from things like one thing I want. I think so. Obviously, he's supporting means who's supported Libya, but I am at you, they're into so many apologies, but there are many groups. What do you want ? The protection of a hundred. They're sitting there, all covered, and no idea of the peace. They are having their testimony from specific jobs. They are always giving examples. Okay, from the job. You don't south America like that before talking to the whirling within. The idea must have a closely everyone supports. I mean, they must be like, no. So, for this guy from Hong Kong telecom company, anything for that everyone's support the theory four fifty dollars, or something like that. To support their major medical claims. Not only illegal, you need to make a cap that that's, why we're taking this class, you make a calculation. Are there many customers you need to offset before ? So, you must calculate the best one, too percentage that you're realistic. We can can made it tonight, and based on that, you can calculate kid, do it. But there is a way. Get this works, dude, they're kind of retry. I mean, that's. Why that's ? Why I haven't shown it to you guys ? Yeah. Wait into gives for your meets. The steamer for people is still work, one of you assigned to want to build a translation and see measure others precision, recall whatever treasuries to give us, so that they will inform your cows success when you can. So, what do you mean by that ? It's ? Not. I sent you. It's okay, you're not the one making the sentiment analysis, so those three were specifically we were trying to see if we can move into our three support as well. I'm not the automation three support, but it is that transition. So, like let's say and how to take it is not they have been resolved in out too and must move to Calgary by using the language translation and sentiments analysis. We could understand how that users feeling about that issue and issued to the correct l three representative. So, three going usually sneeze on their problem. So, where exactly do we have to route this problem ? Could be done by our product is what we were thinking too. Moving to phobias so it's probably not sentiment on else because she can't it's usually when you get to our three it's probably deep pension your issues so improbable people I can handle that like it's a year saying shit, more of a model in that can you do in machine learning model off the information that was collected ? Six grand central policy with that centerman ? Probably more of the one to capture somebody was frustrated baby. Don't you think so ? Many of the direct way can train back off words for something like, with your technical words back upwards, and we can redirect it. Yeah, you could do some modeling, you can't figure out. Do you have data right ? To get the data is demonstrate that it goes back again. No, it's, good that you are going to go to hell, escalates. What are the conditions under which you are going, make it mad, what kind of what kind of characteristics problem. Now they're really taking, I need you to three, then you could wait. Then you must make the economic case. And another idea that we did have a way haven't investigated the feasibility is about the escalation model itself. So, if there is a one l three issue with since the ticket comes, we know who is supposed to be involved in a specific way. Categorized tickets, you know who needs to be involved in a people an issue for a a ticket. We were planning to r automaton that in the way that so there's one issue immediately. Everyone who needs to be on the call gets a direct call because if you want so these are all great ideas, you must approach it from a business for worthy economics, so I can see that. So, what is it a must have for a nice pone, considering the financial implications that they have one it's best that everyone is on a call immediately instead of okay, you get it. Don't today people get as much notifications and email notifications with one issue happens, but why would you want to waste that time looking at you to get here from finally understand the issue when instead, someone could immediately call you, and you're on the call with everyone. You need to be on a show called so that's, fine, but so these are all great. Yes, you need a number. You need to start putting business partner so and you probably want to focus. I don't think you should focus on one, two, three, basically say, face. We could sell long. Help teacher have done for yeah, offer is more accomplished that it's. So, make an excellent job. So, do the modeling. Technical. So, what ? What is water ? What is the problem without you ? So, Lone, I think it's more like you already have the data. It's available. Wait voice is already available, problem, self-serve, for she'll go on, they still need some wizard to navigate that them that these are check. Plus, I think your value don't lose track of your segmentation for you. So, your base was saying, I'm going to make it efficient, so I can handle many small companies versus one large customized, you know, trying to solve one large custom it's a lot of money, trying to make it very efficient. Four small comfort state their efforts. What is the problem for you, your cover's ? I think that side you are he's a stone. No. It again benefits, and they are not that Kendrick in the sense that it doesn't mention so you take it like a restoration that issue the commendation was for originally. So, giving you an example of what we try the same thing that's my space physics, that is not seen Sanders wonderful because some parent is missing, and the trained person knows about it. He just sees okay where you are. He doesn't see you close, okay, you have the four years that he said their parents are okay, but I don't do that with the system going around the scripts in that you were really feeling like a wonderful magician off for them in what? Wait, how their date ? One that we were in bed because they're looking at your problem. You need to face this very good about this whole thing. I think I think we're out to the media thing is people need to be trained. So, instead of training people, what we do is we trade Watson, which is one device, and you train watching so it knows that in an hour the product that your support and it will ask the user, did you? Do this. Did you do that ? Because that is a start capturing that. So, yeah, so these are you need to go to that level of thinking start for you, okay, so for the interest of time, so you mean the same thing. Do you have anything working yet ? Any screenshots and working cold ? No, I think, most getting that election, huh, way started this week itself we want because for us it is important. Yeah, is it so ? And he doesn't have to be for you to demonstrate their it's feasible, right ? So, if you go back to that spreadsheet that you shot me, no, two things, so you have to you have to tell me where those numbers came from, which is just nowhere got it. But then the important number is the nineteenth percent seventy five percent. You must convince me that it's achievable. I know it's a guess so, you know. It must be believed, somebody that is, somebody who'll give you money or putting your project. You must show me something you have to demonstrate, maybe with one example, something working. Yeah, yeah, there is one problem with working Gordon. Show you that. This that all along the line he's, very good, very important. If you just go can confirm number, they're going calculated. How many ? What is your do your market segmentation, many customers ? What is the ever incise Kim? Just estimation. What is their average number of tickets ? Market size. Come on. Yeah, and then, of course, when I must, as we start going on the left side of the business, gambles keep missing the cost, right ? So, how many people ? It is great that you're going. Five thousand small conference. It's me sales. Go operations, that's all you're out of balance diamonds over time. You also do. The same thing is for the greenest team. We have a lot of work to do for next time. He's, right ? Think, wait.