Individual Reflection Paper

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Group 7: Customer Support Bot

1. Experience with the design process

We based our design on the questions from the cheat sheet (problem description). We clarified the problem, target groups and possible design solution. From my side I created a bot-user interaction flow, including the phrases, bot's responses (answers) and required input from the user.

Based on the existing online shops chatbots and EU customer support complaint forms I created google online forms that represent shop user complaint/feedback forms that user should fill to send a complaint request.

2. Experience during the implementation phase

Collaboration within the team was organized through discord (chat and calls) and GitLab. We had regular calls with the team and wrote updates, calls summaries and implementation issues/questions in the chat. For work with the code, we used Gitlab platform.

In my opinion, team work was organized well but there, of course, could be some improvements for the future. I would like to have more team calls, so that all the team mates can better understand the main purpose and design of the project. And maybe outspeak their suggestion/changes according to the project.

My part of the implementation: Keyboard buttons, bot replies, personal user greetings and compliance flow structure.

3. Lessons learned and observations

During the implementation I understood the importance of the right project design and problem definition. For the future work I would try to design the project as detailed as possible and provide the project understanding to each team mate so there is no misunderstandings and undiscussed ideas.

All the feedback, issues and problems should be announced in time, so there is no hurry before the deadline.

But my general impression from the team work is quite nice, the organization was well enough.