

Project Charter

1. General Project Information

Project Name	munch-mate
Executive Sponsors	Prof. Michael Hu
Department Sponsor	California Science and Technology University
Impact of Project	To enhance dining experience for users by providing personalized restaurant recommendations while boosting for visibility and business for local eateries in Milpitas.

2. Project Team

	Name	Department	E-mail
Project Manager	Cynthia Widjaja	Scrum Master	cynthia.widjaja@cstu.edu
Team Members	Kavya Kulkarni	Scrum Team Member	ar.kavyakulkarni@gmail.com
	Nathaly Cobo Piza	Scrum Development Team	nathalycopi@gmail.com
	Sai Lakshman G	Scrum Development Team	sailakshman.garikapati@cstu.edu
	Sanmati Vikas	Scrum Master	djvicky232@gmail.com
	Yaoching Chi	Scrum Product Owner	yaoching.chi@cstu.edu

3. Key Stakeholders

1. Prof. Michael Hu
2. California Science and Technology University, Milpitas, CA
3. munch-mate Investors
4. munch-mate Customers
5. munch-mate Users

4. Project Scope Statement

1. Project Purpose / Business Justification:

The munch-mate chatbot enhances user experience with personalized restaurant recommendations, boosting engagement and satisfaction. It drives revenue by directing traffic to partners and provides valuable data insights for businesses to refine offerings. This scalable, AI-driven tool differentiates businesses and reduces customer support costs.

2. Objectives (in business terms)

1. Enhance user experience
2. Provide personalized, instant, and interactive restaurant and cuisine recommendations.
3. Reduce the time and effort users spend searching for dining options.
4. Increase Customer Engagement
5. Market Differentiation
6. Drive Revenue Growth

3. Deliverables

1. Project Plan: Detailed roadmap and timeline for the project.
2. Functional Chatbot Prototype: Initial version of the chatbot for user testing.
3. Restaurant Database: A comprehensive and regularly updated database of restaurants.
4. User Feedback Report: Analysis of user feedback from testing phrases.
5. Final Chatbot Release: Fully functional chatbot available on multiple platforms.
6. Project Documentation: Complete documentation for future maintenance and updates.

4. Scope

1. In-scope:
 - Development of the chatbot interface.
 - Integration with a comprehensive restaurant database.
 - Implementation of recommendation algorithms.
 - User authentication and preference management.
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Support for multiple platforms (web, mobile, messaging apps).

- Regular updates and maintenance of the restaurant database

2. Out-of-scope:

- Direct reservation or booking services.
- Restaurant review and rating functionality (beyond aggregating existing reviews).
- Detailed analytics on user behavior.

5. Project Milestones

1. Project Kick-off Meeting
 - a. Define project objectives
 - b. Identify key stakeholders
2. Detailed Project Plan
 - a. Resource allocation
 - b. Risk Management
 - c. Conduct regular stand-up meetings
3. System Architecture Development
 - a. MVP for chatbot
 - b. Website for user-interface
 - c. Integration of chatbot and UI
 - d. Deployment
 - e. Data gathering
4. Project Quality Assurance
 - a. Track project progress
 - b. Quality checks
 - c. Mitigate tasks
 - d. User feedback

6. Risk Management

1. **Technical Risks:** Ensure robust testing and quality assurance processes to mitigate technical issues.
2. **Data Accuracy:** Implement regular updates and verification procedures for the restaurant database.

- 3. **User Adoption:** Develop an effective marketing strategy to promote the chatbot and encourage user adoption.
- 4. **Budget Overruns:** Regularly review expenditures and adjust plans as necessary to stay within budget.

7. Constraints

- 1. Budget
- 2. Schedule
- 3. Technology
- 4. Scope
- 5. Personnel

8. External Dependencies

- 1. Third-Party Data Providers
- 2. Technology Partners
- 3. Stakeholder Collaboration
- 4. Regulatory Compliance
- 5. User Testing and Feedback
- 6. Infrastructure

9. Communication Strategy

- 1. Email conversations
- 2. Shared documents, sheets, and workspaces
- 3. Bi-weekly meetings
- 4. Bi-weekly small team meetings

10. Sign-off

	Name	Signature	Date (m/dd/yyyy)
Executive Sponsor			
Department Sponsor			
Project Manager			