ICS261: SSAD & Project

Team number	21
Project Title	EmoData
Document	Project Plan
Creation date	30th August
Created By	Lasya Venneti, Shubham Rathi, Vivek Ghaisas, Sai Vamshi
Client	Pranay Pratik, Akshar Speech Labs

Brief problem statement

The project aims to take Quality Assurance in Call Centers to the next level by introducing 'Emodata', a voice based emotion recognition system that monitors the callers mood and spontaneous reaction to the Telephonic service he/ she is receiving.

The Emodata software is an addendum feature to the regular Call center platform, which additionally displays whether the caller is angry depending on his voice gestures.

Emodata generates a wave plot of the audio over which the Service representative can zoom and play the audio snippet.

Additionally control features like play and pause are also part of the interface.

Emodata allows intelligent Customer Service management by elevating the call to higher management when the anger threshold crosses the set limit. This ensures every customer is given maximum service.

At the end of the call, a Emodata Statistic which is a report of the callers behaviour during the call is displayed and logged for review.

At all times, data exchange is asynchronous with the server that holds the back end.

Team Members

Lasya Venneti: Integrator and Testing Manager- Responsible for Integrating Back end with the project environment and initiate the testings

Shubham Rathi : Project Manager and UX Designer- Team Co-ordination and Interphase design.

Vivek Ghaisas: Architecture owner- responsible for facilitating architectural decisions on the project

Sai Vamshi: Quality Assurance Manager and Test engineer: To ensure the clients requirement has been met. Take up domain testing and feedback to the Testing Manager.

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Team Communication

Team meets twice a week apart from the meeting with the client which happens atleast once a week as per the client's convinience. Meeting minutes are recorded and pushed into the git repository. Work is divided amongst the team members to meet the deadline set by the client. The meeting lasts for an hour.

The team communicates on Asana with the project mentor to monitor the work and deadlines set by the team/ client.

Development Environment

WxPython and matplotlib are to be used to plot the initial WAVE file. Libraries used: numpy and scipy. We have chosen Python to be our primary programming language over other visual plotting languages like processing as the requirement here is more functional than aesthetic. Python is mature, feature rich scientific and has 3rd party libraries for plotting. Common operations such as pulling files from a server and generating statistics are highly advanced in python.

The project is wholly a desktop interface as required by the client, hence the platform is not web based.

Milestone Schedule

Milestone	Due Date	Release	Deliverable?
Create draft requirements	1/9/14	R1	Yes
SRS Finalization	6/09/14	R1	Yes
Wave Plot Tool	14/09/14	R1	Yes
Zoom and Span Tool	30/09/14	R2	Yes
Testing Phase 1	7/10/14	R2 (Iteration 1)	Yes
Audio Controls	15/10/14	R2	Yes
UX Design Integration	30/10/14	R2 (Iteration 2)	Yes
Statistic Generation	7/11/14	R3	Yes
Testing Phase 2	10/11/14	R3	Yes
Miscellaneous	13/11/14	R3	Yes
Pre-delivery Testing	15/11/14	R3	Yes
Presentations	17/11/14		Yes

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