**Data Cleaning Notes**

1. Null values because a certain survey field was introduced later so the previous observations have missing data.
2. Null value because someone forgot to enter a value, it’s just blank or they didn’t know the answer, or they thought it isn’t applicable.
3. Null value because someone entered ‘NA’instead of the say None which was expected.
4. Inconsistencies with string inputs because of upper or lower case such as “StraightForward” or “straight forward”or “Straightforward”
5. An integer column would get imported as ‘float64’ simply because it has some null/blank values in it.

- Deduct Evy's hours from all projects he's worked on to normalize costs

- MAG - Did Tymur build support center?

- Ask Eyal - What's up with the Toyota project and why does NA have an open 'at risk' project for it?

- Ask Kamel - MAY19 Betrally/Bold360ai/SupportCentre/40hrs/KAouidef. Did we account for the other parallel project - JUN19 Betrally/Bold360ai/SearchFAQBot/40hrs/KAouidef

- Ask Tim - was Timberland not already an Agent customer? See Timberland/Bold360ai/ConversationalQuickstart project

- Ask Tim - did this project include a product implementation and was the scope defined? Fannie Mae - 240 Hour Bucket ($60K) - Sept 2019 thru Aug 2020

- Ask Tim – why are sc\_ct embedded\_widget\_ct search\_widget\_ct ai\_conv\_widget\_ct all equal to 2 for Fannie Mae - 240 Hour Bucket ($60K) - Sept 2019 thru Aug 2020. Also, did this project have a fixed scope?

- Ask Yash - Were Amica and Crown Awards existing Bold customers? Don't see them in Harvest.

- Ask Yash – how many agents for  
Middlesex bank - Bot and Agent with Email Ticketing (95 hrs @ $300/hr = $28,500)   
Corning - Bold360ai Conversational Bot (115 hours)   
Crown Awards - Bot implementation - 100 hrs @ $192   
City of Mesa - Conversational Bot with escalation to Live Agent

- Ask Mohan – how many agents for   
[1969346] ICCU - Conversational Bot Bold360ai (100 hours)   
[1593214] Liberty Safe - Bold360ai (100 hours) [1593271]   
State of Iowa - Bold360ai (80 hours)   
NA - Jenny Craig, Chatbot deployment, 80 hrs [1875768]

- Ask Matan – Did Skrill have 14 (language-based) KBs?  
  
- Ask Pablo about KB count.   
Fannie Mae - 240 Hour Bucket ($60K) - Sept 2019 thru   
Aug 2020 BlueShield - Bot & Agent with SNOW Integration   
Centene - AI/Agent   
JUN 19 - Direct Energy - 3PhasedDeployment

- Ask Pablo about content\_import complexity. He’s said Yes to many.

|  |
| --- |
| NA-DocuSign/Boldai chatbot implementation/178 hrs |
| Koch/Bold360ai/ServiceNow Bot Integration |
| Oct19 - Mercury - FAQ/Support/Conversational |

Add these to Jupyter

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Items that need to be added separately:

- Advise

- Acquire

- QA (Evy)

IDEAS

- Figure out the % of projects that are from existing customers? Give this some good name to explain PS's importance.

- Hypothesis - no. of people involved increases costs? Why does this happen when the same scope can be delivered by others.

- Correlation between lack of skills/beuracracy and CR?

- Why is Tim doing 3 times the number of projects as anyone else? Or are these all 1st time projects?