



# Project Proposal

COSC 4P02

JANUARY 2022

## PROFESSOR

Naser Ezzati-Jivan

## TEAM MEMBERS

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## Objective

Brock University and Canada Games require a software chatbot application for supporting students and attendees with relevant information. The application will crawl various databases and webpages to collect answers to common questions that may be asked by the user. Various natural language processing techniques will be used to make sure the chatbot responds to the user in meaningful ways.

The Chatbot will help users retrieve information in a convenient and timely manner. Various organisations use this tool to:

- Reduce the number of customer service agents.
- Reduce call and live chat volumes.
- Provide fast and reliable services.

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## Software Engineering Process

Scrum is a framework for developing software applications in an agile fashion. It has a Scrum Master, Product Owner, and Developers. They each play a role in developing and releasing increments of the product, which generate the most value for the organisation. The overall structure of the scrum framework is based on four key events.

- Sprint Planning,
- Daily Scrum
- Sprint Review
- Sprint Retrospective

This software engineering process is beneficial for various reasons. These include the following.

- Allows us to make modifications to the product/sprint backlog.
- Various feedback loops increase and maintain communication and the direction of the final product.
- Higher quality and quicker development times.

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## Timetable

CREATE USER STORIES (JAN 17)	Create User Stories (Assignment 2)
SPRINT 1 (JAN 24)	
SPRINT 2 (FEB 7)	
SPRINT 3 (FEB 21)	
PROGRESS REPORT 1 (FEB 28)	
SPRINT 4 (MAR 7)	
PROGRESS REPORT 2 (MAR 18)	
FINAL PRESENTATION (APR 18-30)	

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## Github Repository

[https://github.com/freer07/COSC\\_4P02\\_Project](https://github.com/freer07/COSC_4P02_Project)

### Weekly Meetings:

Thursdays 6:00 - 6:30 PM

### Bi-Weekly Sprint Review Meetings

Mondays 6:00 - 6:15 PM