IM3080 Design and Innovation Project (AY2023/24 Semester 1)
Individual Report

Name: Tran Huu Nghia

Group No: 1

Project Title: NTUMart

Contributions to the Project (1 page)

Pre-Planning:
- Brainstormed ideas and contributed to the current chosen topic

Chatbot:
- Created of chatbot on Dialogflow
- Created chatbot intents and wrote chatbot scripts
- Integrated chatbot to the app through API key

Group Report & Presentation:
- Assisted in writing the group report at part 5 Business Model
- Assisted in improving the visuals of presentations throughout the course
- Presented in the final presentation on Monetization Model

Reflection on Learning Outcome Attainment

Reflect on your experience during your project and the achievements you have relating to at least two of the points below:
  (a) Engineering knowledge
  (b) Problem Analysis
  (c) Investigation
  (d) Design/development of Solutions
  (e) Modern Tool Usage
  (f) The Engineer and Society
  (g) Environment and Sustainability
  (h) Ethics
  (i) Individual and Team Work
  (j) Communication
  (k) Project Management and Finance
  (l) Lifelong Learning

Point 1: Lifelong learning
The DIP has demonstrated to me the importance of constantly striving to learn and become better at my own craft. First of all, as a novice in software engineering, I have had difficulties mastering the use of some tools during the project. Particularly, I struggled to get used to Github at first, where terms such as "push", "pull", "merge" and "commit" were new to me. To overcome this, I watched online tutorials on Youtube to understand the meaning of these terms. Eventually, performing these operations start to feel like second nature. Dialogflow is another tool that I used in the project, and while I have had experience with it in the past, I also got to learn new aspects of this tool such as its custom payload feature, which allows me to create more complicated chatbot responses. Additionally, as a result of learning to use these tools, I also acquire the skill of searching for information on the Internet effectively. But it is not just the technical knowledge that I gained in this project: I also learned a lot from my teammates as well. Seeing the entire process of developing an app from start to finish, I came to realize the immense power of teamwork, which allows the team to achieve more than what each individual persons would be capable of. In conclusion, the DIP has been an enlightening learning experience that I will remember for a long time.

Point 2: Individual and Team Work
The DIP is my first experience working in such a big team of 10 members. Before starting the project, I was concerned about whether the team size would be an impediment to progress. Fortunately, everyone in my team has been diligent and cooperative with each other. Right at the beginning of the project, we elected a leader and set up a plan for weekly meetings, which were crucial for everyone to be on the same page regarding the progress of the project. We then divide the team into different subgroups, working on the frontend, backend and full-stack, while I am in charge of chatbot development. In retrospect, such compartmentalization has been critical to the success of our project: several people were supporting each other on a certain part at any stage without significant overlap in their work. Our team has also been significantly communicative as well: issues are raised and resolved quickly, which helps us meet the deadline for our project. I am also grateful for my teammate's sympathetic attitude: when I was in the middle of a difficult personal situation and thus could not take on as much work as I wish to, they have been understanding and supported

me through it. Ultimately, thanks to such help, I was able to bounce back and complete my tasks in a timely manner. It has been a wonderful experience working with everyone in my team!