

# ENSE271

## TEAM MANGOS X REGINA FOOD BANK

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# PROBLEMS & SOLUTION

- A high volume of calls and increasing call drops
- With the new CRM tool approaching to original system
  - Introducing the new design system-Chatbot
  - Allows users sign-up, sign in, book a hamper, and explore FAQs
  - Better interact with Food Bank and put less stress on call center



# CUSTOMERS



**NorthStar Customers:** John Bailey, CEO-Regina Food Bank

Proposing an idea of chatbot to reduce the load on the call center

**Carryover Customers:** Regina Food Bank

Showing that our design can relieve the stress on employees and increase the capacity of the organization.

# CONFIGURATION



API (Application programming interface)



Adapt the API to work on  
WordPress or any other platforms





# DEMO

# References

- Chatbot GIF, <https://tenor.com/view/vutura-chatbot-ai-artificial-intelligence-gif-16357674>
- Customers icon, <https://flyclipart.com/customer-management-png-icon-free-download-customer-icon-png-681339>