

## ENSE271 Group Project

Team Mangos

### **Feb 28, 2022 Check-in with Regina Food Bank**

- Asked detailed questions on chatbot system
- Introduced our sitemaps and lo-fi prototypes to customers
- Showed new design on food preference of hamper options
  - Going through the survey and propose them a recommendation hamper option

#### Design on Chatbot and implemented functions (Recommendation or suggestion from Users)

- Decision logic looks great
- Needs to modify 2.2.1 emergency order on sitemaps and implement this to in-person call
- In-person and intake appointment (2.2.2) needs to modify and send to in-person appointment by calling
- User will for sure understand the chatbot system quickly and get to explore many opportunities
  - Low threshold, High Ceiling

#### New design system on food preference (Recommendation or suggestion)

- Going through survey/forms and propose them a recommendation hamper option
- How does the food hamper option work previously?
  - Customers “Manually done before”
- Good ideas on 3.3.1 expand on their food choice (only 3 choices before and opportunities to expand the food hamper options)

#### What can we improve?

- How can the Admin page distribute on the chatbot system and what are some capacities of the admin page?
- What does it look like on the admin page (chat with an actual person)
- Friendly interfaces on chatbot system