**ATOS 4 group (Social media):**

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ATOS is a company that takes care of the welfare of the railways services and tries to make travelling by train easier for customers. This includes everything from entering the station to finding a place in the desired train. They are now looking for a new approach and try to refresh their services in order to make them better. This is where we come in. The aim of our project is to analyze some of the most important social media platforms (Facebook, Twitter, YouTube) for possible feedback from the customers in real time. Using the feedback that we will find regarding some issues in the station or in the trains we will then in turn enable responsible people to solve the issues.

We set up a meeting with our client (represented by Mr. Daly David) alongside with two other groups which will work for the same company. The meeting took place in one of the rooms in the science library and consisted of him explaining the aim of the project to us and emphasizing the connection between our projects. He suggested a SCRUM approach for the projects which means that we will work in sprints of two weeks, having a set of tasks to be done in this period of time. We have agreed on that and after playing a session of planning poker we decided how much time each of those tasks will take:

* Identify what Social Media APIs are available (e.g. Twitter, Facebook, YouTube, Flickr) and what information they can provide (e.g. text, GPS co-ordinates, photos) - 4 Days
* Identify a set of tweets to apply sentiment analysis to (the test data) - 2 Days
* Identify how sentiment will be presented (e.g. a 1-5 rating for happy, angry, frustrated, etc) – 2 Days
* Identify the technology stack to be used for development – 3 Days
* Create wireframes for the Social Media Analysis Router user interface – 4 Days
* Create a presentation to explain the concept – 4 Days ( assumes other other items have been done )
* Setup a meeting with customer to discuss initial ideas and findings – 1 Day

We decided that we will solve the first two bullets in the first sprint (the first two weeks) and we will have an internet-based meeting with Daly to see where we will be at with the project and how to continue.