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Introduction

Our idea came up when we are studying the Pinacoteca case and looking for some information about the museum. The group realize that the Pinacoteca's website is full of flaws and has a deficit of information about the place.

One of our members got in touch with the employees by email to get more valuable information, and in addition to the delay in receiving a response, we also realized that the function of answering questions could be automated using a software, and this could be great to the museum's clients and employees.

So, basically this is the pain that for now called "Pinatalk" comes to solve.

How Pinatalk Works

Pinatalk should be used to help people interested in know more about the museum.

First, the user will see in his computer screen a welcome message explaining what is the Pinatalk.

Then, our software will show a new message asking to the user what question about the Pinacoteca he has, the user will send a message asking for something, for example: "Where is the localization of Pinacoteca?". After that, Pinatalk will read this question and using keywords, it will search in a database that we are developing and show to the user the answer required.

Finally, it will be showed a message asking to the user if their questions were answered and if he has anyone else. The user will could choose between Yes (and then the software will close) or No (The user will send another question).

But what is going to happen if the database doesn't have the answer to the user's question? We know that this is a scenario extremely possible, so in this case, the software will send contact means to the user get this information in the most practical way possible.

Additional

It's important to explain that Pinatalk doesn't have the purpose of supply all demand of information about Pinacoteca, because we know that in some cases could be a specific question that only employees of museum could have the answer. But this software could help in automated questions and facilitate the work of employees by doing a 'simple' part of the work.