# NET-A-PORTER

## NAP – UCL Project Team 28
### Customer Service Chatbot

Wayne Tsui (Team Leader)                    Bi-Weekly Report #3
Aouss Sbai                                          18/11/2016
Jason In

## Project Overview (28/10/2016 – 18/11/2016)

For the past three weeks, our team have made decisions to resolve some of the outstanding problems. We have confirmed our choice of development platform, which will be the suite of products within IBM Watson, which our client has confirmed to have access to. We recognised that the two big deadlines are the project website and project video. Therefore, we have planned and decided on the layout structure and content required for our project website. For the project video, we have devised a general flow of how the video should be organised and identified the key components required. Our team has also consolidated all the deadlines of this entire project and walked through them, making sure that all members are familiar with the demands of each deadline. Lastly, we have allocated sufficient work for each member, which will meet all the deliverables till the end of this term.

## Meetings Summary

Our team did not have many in-person meetings this week. However, we have been communicating frequently to check up on our progress and be on track with our deadlines. We have also made sure that our client communication is disseminated well within our team. We met up this week, where we evaluated our project website. Lastly, we read up on the deadlines set for the entire project and have allocated work to each member to put the team in good stead until the end of this term.

## Tasks Completed

- Finalised suite of products to be used for ChatBot (IBM Watson)
- Communicated with client to obtain API documentation
- Planned project website layout and content
- Work allocation to meet all deadlines till the end of term 1
- Walk through and familiarisation of demands for all project deadlines

# Problems to be Resolved Before Next Meeting

We have 4 problems to be resolved before the next meeting.

Firstly, after sending the requirements to our client before reading week, we have yet to get feedback and confirmation. Our team will continue to keep client contact to make sure that the requirements are finalised.

Secondly, as agreed in the previous client meeting, our client is supposed to send us user personas to give us an accurate depiction of real types of users who use net-a-porter.com. As such, this is another action item to be done as soon as possible in order for our team to start working on user stories and storyboards.

Thirdly, we will require the IBM Watson account details from our client for us to familiarise with the full available suite of IBM products that we can use.

Lastly, we need to get the API documentation from our client, which will tell us what kind of information that we could provide using the ChatBot. This allows us to plan realistic paper prototypes and digital app mock-ups.

# Plan for Next Two Weeks

Looking at the deadlines set for this module, our team will be mainly focusing on the project website and materials required for the project video.

We have allocated work evenly amongst all team members. Wayne will be working on the experiments and research. Aouss will be working on user stories and storyboards. Jason will be working on paper prototypes/wireframes and digital app mock-ups. This is in addition to maintaining client communication and obtaining the documentation required for development.

# Contributions

Wayne Tsui

I have continued to be the point of contact between our client and my team members. I disseminated information from client to the team and also consolidated questions from my team members for the client to address. I have got confirmation from the client that IBM Watson and Node.JS is going to be the choice of ChatBot platform and backend programming language respectively.

I was also in-charge of drafting both the functional and non-functional requirements in MoSCoW format. I have since forwarded the requirements to the client for their perusal and is currently awaiting feedback and confirmation. For the API documentation, our client has provided some types of information that we can obtain through the API calls. I will request for a formal set of documentation that can fit our requirement needs.

In addition, as team leader, I consolidated deadlines for the entire systems engineering module for both term 1 and term 2. I walked the team through the demands for each deadline and made sure that all team members have a clear understanding on the direction that this project is going to take. Furthermore, I drafted an allocation arrangement for the work required to meet the deliverables for term 1, which are mainly to fulfil the project website and project video. Finally, I made sure that all team members are agreeable on the division of work and is comfortable with the assigned tasks.

## Aouss Sbai

I have been working on the website, preparing its structure in order to present what has been done so far by the team.

I have also started to get used to IBM Watson products, the conversational modules and the natural language packages, in order to start developing the first prototypes of the ChatBot.

In addition, I have been learning node.js. In fact, the client wants us to use their API, which relies heavily on Node.js for the backend. Thus, we have decided that it would be necessary to learn this language in advance, so as to be ready for development right after winter break.

## Jason In

I have been researching into the IBM Watson APIs since our client has confirmed with us that they wanted us to use IBM products. After the meeting with the team on Thursday, 17$^{th}$ November, different tasks were allocated to everyone and I will be in charge of the paper prototypes and the digital app mock-ups.

In addition, I will be also working on the actual prototype and trying to implement APIs given by our client.