

# NET-A-PORTER

## NAP – UCL Project Team 28 Customer Service Chatbot

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Bi-Weekly Report #4  
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### Project Overview (18/11/2016 – 2/12/2016)

For the past two weeks, we have been mainly continuing to complete the tasks that we have assigned ourselves. These tasks, such as user stories, digital app prototype and experiments are the key deliverables for term one and since will continue to be our focus till the end of the term. Our team has also regularly reviewed one another's work to make sure while we segregated the tasks to increase efficiency and work responsibility, all members have an equal say to how the final project will come to be.

Our team has also successfully uploaded the first version of our project website on the CS servers. We also made changes to the layout of our website after reviewing how extensive the research and experiments is going to be. We will make a separate page to the research and experiments while keeping all other components as a single website for aesthetics and simplicity reasons.

### Meetings Summary

Our team has been communicating with our client very frequently over email during these two weeks. Our client has also been very responsive and engaged in answering our questions and making sure that we have the information required to produce our project deliverables for term one. Our team has also met up internally to review one another's assigned work and make sure that we are on schedule to complete our tasks.

### Tasks Completed

- Finalised MoSCoW Requirements
- Obtained partial API Documentation, full documentation to follow before term two begins
- Reviewed first version of project website and planned action items to improve the website
- Got client to agree to deliver personas over the next few days (they initiated to provide them through their research team)

- Got approval from Dr Yun Fu regarding our research and experiment topics.

## **Problems to be Resolved Before Next Meeting**

Our team will have to resolve two things.

The first being the current lack of personas. Our client has agreed to provide them and has given us permission to call him directly over the next few days. We will then need to work within the deadline to use those personas to craft our user stories and storyboards.

The second problem to get our team to agree on a suitable date to us to set up a third client meeting. This might be problematic as it is only feasible to have this meeting after the 12<sup>th</sup> of December. In addition, the scenario week will occupy the last week of term and some members might be going back home or have holiday plans. It is crucial that we agree early on a date to meet our client and go through the API documentation so as to ensure that the development process is smooth when term two commences.

## **Plan for Next Two Weeks**

Similar to the previous two weeks, our team will focus on the project website and materials required for the project video.

Our team aims to have a proper documented website by next Thursday to be able to show it to our Teaching Assistant (Olawole Oni) to get an initial feedback and what areas of the website requires improvement before our final submission on the 12<sup>th</sup> of December.

## **Contributions**

Wayne Tsui

I have worked to finalise the requirements with our client. While our client's understanding of the requirements is that it is supposed to be flexible and adjustable over the development process, I seek to have their agreement that this draft of requirements is aligned with our project goals and will allow us to move forward with the term one deliverables and align our development priorities from it. I also cleared some misunderstandings that our client has regarding some specifications of the requirements and made sure that we are clear of each other's expectations.

In addition, I also pressed on the status of the personas from our client as it is an important pre-requisite to some of our deliverables and it is currently bottlenecking our progress. I have managed to get satisfactory answers that our team can work with.

Lastly, as I am in charge of the research and experiments, I have come up with a list of topics and areas that I have worked on so far. I presented them to Dr Yun Fu to confirm that our research focus is in the right direction and will be relevant to the overall project website.

## Aouss Sbai

During the past 2 weeks, I have been working on the storyboard and user stories necessary to clearly define the workflow of the app. However, the client has decided that they would provide the personas. Indeed, they want to analyse their customers so as to provide the most relevant personas possible.

Unfortunately, my work directly relies on those personas and I therefore require them to make progress. Hence, I have decided to go forward and prepare default user stories, independent from the client's personas.

We have also uploaded the first version of the project website on the CS servers to make sure that all the visual components can be displayed properly (Bootstrap, JavaScript, CSS, etc.)

## Jason In

For the past few weeks, I have been working on the paper prototype and digital mockup. We already have our first version of the paper prototype and I am currently working on the digital version.

The digital app mockup will be built using online tools. There are many free online tools that can be used such as <https://mogups.com> and <https://www.invisionapp.com>.

In addition, I am also learning Node.js so that I can try out the IBM Watson APIs and the APIs given by our client.