

NET-A-PORTER

NAP – UCL Project Team 28 Customer Service Chatbot

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Bi-Weekly Report #5
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Project Overview (2/12/2016 – 16/12/2016)

For the last two weeks of term 1, our team has worked hard to complete the project website. It largely involved writing the contents of the website and building the website to display contents in an aesthetically pleasing way. We originally wanted to display all the contents as a single-page website as it will be easy to navigate. However, we realised that our experiments and research were extensive and lengthy and therefore it will be a better design choice to incorporate the two components in a separate webpage, accessible through the navigational bar at the top. Overall, we have worked well to deliver the requirements for term 1 and are looking forward to develop the Proof of Concept (PoC) in term 2.

Meetings Summary

Our team met up several times to go through our allocated work for the project website. We gave one another feedback and made sure to cross-check our website with the project specifications so that we are able to meet all the requirements.

Tasks Completed

- Completed Project Website
- Liaised with Client to set up a 3rd meeting

Problems to be Resolved Before Next Meeting

Our team will have to work with our client to set up paid IBM Watson account as the current IBM Bluemix that we are using only allows a 30-days trial period.

Plan for Next Two Weeks

Our team will continue to read up and understand the API documentation that our client has sent, in order to be well prepared for the client meeting in the first week of term 2.

Also, we plan to set up our intents and entities structure for the type of questions that we need to answer in our customer service chatbot.

Contributions

Wayne Tsui

I have worked on producing the research and experiments of our team. This includes online research onto the benefits of chatbots, the alternatives of Natural Language Processing (NLP) libraries, bot platforms, comparisons of input and output type, single command vs conversational, etc. The experiments included working with IBM Watson Conversation, which is going to be our choice of bot platform. Experiments include creating intents, entities, and crafting a test dialog.

Furthermore, I have worked to improve the format, layout and design of the project website, making it more organised, visual and readable. This is supported by the commits that I have made in the GitHub repository.

Aouss Sbai

During the past 2 weeks, I have been working on designing the different personas and use cases.

The personas are inspired from the most common customer profiles. This information was given to us by the NAP customer development team. Following the behaviour of those different personas, we specified the different actions that the chatbot had to pursue in order to provide full satisfaction.

From those typical customer profiles, I designed the core use cases that the system would face. I described the typical queries that would arise and how the system would respond to them. By doing this, we have a very clear perspective of the inner architecture of the chatbot.

Finally, I heavily contributed to building the website in order to display the work covered during term 1.

Jason In

For the past 2 weeks, I have been working on the paper prototype and digital mock-up. Different designs of paper prototype were drafted and we eventually chose one of it and built our digital mock-up based on that design. The website was successfully uploaded to CS server and the paper prototype and a short video of how the digital mock-up works can be found on the website.