**Redmine plugin ITP project**

Minutes of ITP Project held in Archer Logic meeting room on 10th May at 3pm.

**Present**:

**The Team**

Chua Enze (SIT)

Jasper Chua (SIT)

Muhammad Fauzi (SIT)

Siew Hong Fatt (SIT)

**Clients**

Jodie (Archer Logic)

Chong Wai Keat (Archer Logic)

Maou Sheng Lee (Archer Logic)

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|  |  | **Remarks** |
| 1 | **Apologies for Absence:**No apologies for absence was received as everyone was present. | 4/4 Members  |
| 2 | **Matters arising**The team present to the clients with a prototype of how the chatbot would be like. Feedbacks were given to the team by them.**Prototype*** There should be a summarization of all the description, company name/ outlet, issues at the end before the customer creates an issue
* Shouldn’t use “#” to end the creation of issues because non technical people would not be sure of it.

There were some clarifications too on the questions that was raised to them previously.**Redmine*** Written in ruby not python
* Uses the original Redmine that can be downloaded from the web page.
* No modification of Redmine Codes therefore there wasn’t a need to get the codes from the clients.
* The team shouldn’t modify the original Redmine source code as the client would want to update it whenever there’s a new release.
* A plugin should be written instead.
 | Approve by clients (No) |
| 3 | **Discussing the features**As per discussion, the client wants Wechat bot to be done first before moving on to whatsapp chat bot as it is the number 1 priority of this project. For the features side, the client wants the chatbot to start off as per sequence.**Primary Flow (new number)**1. Welcome message, “Welcome to Archer Logic Bot, for English
2. What is your name?
3. What is your company?
4. What branch/ outlet are you from?
5. What is the issue you are facing?
	1. Customers are able to send text description of the issue. (Stored under Description in db)
	2. Customers are able to send videos, photos of the issue. (Stored under Attachments in db)
	3. Customers are not able to send voice records of the issue. (Stored under Attachments in db)
6. Summary of all the things that the customer has type
7. Confirm that this is the issue that they want to create.
8. Notification that the issue has been created, clients will be issued ticket number so that they can enquire
9. The engineers who have seen this new issue in Redmine itself would then look at it and change the status of it to “pending”
10. A notification would be given to the Customer that their issue number xxx is currently pending.

**Alternate Flow (existing number)*** Check phone number with record/DB
1. Welcome message, “Welcome \*name\* from \*company name and branch\* to Archer Logic Bot
2. To continue, kindly check to see if the name and company details are correct
3. If yes,
	1. What is the issue you are facing?
		1. Customers are able to send text description of the issue. (Stored under Description in db)
		2. Customers are able to send videos, photos of the issue. (Stored under Attachments in db)
		3. Customers are not able to send voice records of the issue. (Stored under Attachments in db)
4. Summary of all the things that the customer has type
5. Confirm that this is the issue that they want to create.
6. Notification that the issue has been created, clients will be issued ticket number so that they can enquire
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**Validation**Blacklist system to deter spammers from spamming tickets within x hours**Additional Features*** UI page where engineers are able to tie country codes to the default language. Default language can be set by selecting the dropdown.
* UI page to contain the original information from the chatbot system
 | Approve by clients (No) |
| 4 | **Upcoming meeting**Showing the flow of the system to the clients and letting them know the progress that has been done in the past 1 week. Research needs to be done by The Team and we have to let the clients know if the chatbot needs to be hosted in a server or not.  | Approve by clients (No) |
| 5 | **Date of Next Meeting**The next meeting will be held in Archer Logic Discussion room on the 17th of May at 3pm.There being no further business, the meeting was closed at 3:44pm. | Approve by clients (No) |