MV

MAVERICKS

ITERATION 14 UPDATES

Development Progress

100% Completion
32/32 Features

Scope (Before)

CORE FUNCTIONS

Account Module
- Login / Logout

Customer Request Module
- View Account Details
- View Account Balance
- Transfer Funds
- Add Payee
- View Payee
- View Transaction History
- Loan Calculator
- Bill Payment
- Request Loan
- Aggregated Spending View
- View Standing Instructions
- Create Standing Instructions

Chat Module
- View Chat History
- Speech-to-Text Function

AI Module
- Manage Entities & Intent
- Process User Request
- Converse with Users

Security Module
- OTP Management

Educational Module
- Glossary of Terms
- Architecture View
- Inbuilt Assessment/Quiz
- Request-Reply Details of API

Admin Module I
- Live Chat Takeover
- View All Chats
- Receive Notifications

SECONDARY

Admin Module II
- Analytics Dashboard
  - Live Scoreboard
  - Descriptive Analysis
  - Cluster Analysis

Advanced Search Module
- Search Text History
  - By Date
  - By Keyword

Scope (After)

CORE FUNCTIONS

Account Module
- Login / Logout

Customer Request Module
- View Account Details
- View Account Balance
- Transfer Funds
- Add Payee
- View Payee
- View Transaction History
- Loan Calculator
- Bill Payment
- Request Loan
- Aggregated Spending View
- View Standing Instructions
- Create Standing Instructions

Chat Module
- View Chat History
- Speech-to-Text Function

DialogFlow Module
- Manage Entities & Intents
- Process User Requests
- AI Events & Exception Handling

Security Module
- OTP Management

Educational Module
- Glossary of Terms
- Learning Content
- Architecture View
- Request-Reply Details of API
- Inbuilt Assessment
  - Pre quiz
  - Post quiz
  - Timed Quiz Live Scores
  - Individual & Team Scoreboard
  - Pre & Post Quiz Results Aggregation

Admin Module I
- Live Chat Takeover
- Receive Notifications

SECONDARY

Admin Module II
- Analytics Dashboard
  - Live Scoreboard
  - Descriptive Analysis
  - Live Support Analysis

Proof of Deployment 2

12 MITB Students

Scope

" 1 Login and OTP Verification
2 Complete Pre-Quiz
3 Check Account Balance
4 Add Beneficiary
5 Transfer Funds
6 View Aggregated Expenses
7 Viewing of Scoreboard
8 Complete Post-Quiz

User	Pre-Quiz Results (out of 10)	Post-Quiz Results (out of 10)	Change / %
1	9	10	+11.1
2	5	5	+40.0
3	1	8	+700%
4	2	7	+250%
5	6	6	-16.7%
6	5	7	+40.0%
7	7	8	+14.3%
8	6	9	+50.0%
9	6	7	+16.7%
10	5	5	+20.0%
11	6	8	+33.3%
12	7	7	+14.3%
Average	5.42	7.5	+38.5%

EASE OF USE
4.3/5.0

UI DESIGN
4.6/5.0

EFFECTIVENESS IN LEARNING
4.7/5.0

Proof of Deployment 3

38 Retail Banking Students

Scope
"

1 Login and OTP Verification
2 Complete Pre-Quiz
3 Check Account Balance
4 Add Beneficiary
5 Transfer Funds
6 View Aggregated Expenses
7 Viewing of Scoreboard
8 Complete Post-Quiz

User	Pre-Quiz Results (out of 10)	Post-Quiz Results (out of 10)	Change / %
1	3	5	66.7%
2	6	8	33.3%
3	7	7	0.0%
4	5	8	60.0%
5	6	7	16.7%
6	6	9	50.0%
7	4	5	25.0%
8	4	6	50.0%
9	4	5	25.0%
10	4	6	50.0%
11	5	6	20.0%
12	5	7	40.0%
13	7	6	14.3%
14	4	7	75.0%
15	3	5	66.7%
16	6	6	0.0%
17	7	7	0.0%
18	4	6	50.0%
19	6	6	0.0%
20	2	6	200.0%
21	2	5	150.0%
22	6	6	0.0%
23	7	7	0.0%
24	5	7	40.0%
25	4	5	25.0%
26	5	8	60.0%
27	4	6	50.0%
28	6	5	-16.7%
29	3	6	100.0%
30	3	5	66.7%
Average	4.77	6.27	31.5%

EASE OF USE
4.0/5.0

UI DESIGN
4.2/5.0

EFFECTIVENESS IN LEARNING
4.1/5.0

Questions on finals

Plan for an hour presentation with the following suggested agenda

1 Intro & Why are you doing this? Value add (5 mins)
2 Demo (run a scenario, not go through each function). A role play will make it more interesting (15 mins)
3 Technical complexity (architecture diagram or algorithms) (5 mins)
4 User test results (charts and analytics) (3 mins)
5 Project management (plan vs actual). Risks and change management. (5 mins)
6 X factor and future plans/handover (2 mins)
7 Reflection and learning outcome. (2 mins)