

Date: 9 October 2017

Time: 12pm

Venue: SMU SIS MR 4-3

Attendees: Gerald Tan
Bertran Queck
Yeo Yi Xiang
Jamie Chew
Toh Yi An
Professor Alan Megargel

Agenda:

1. Update on the current progress of the project
2. Backend Development update
3. Demo of the current app

Things to note:

1. Key Updates:
 - a. Exploration and implement OTP interception. Cannot be done with the API.AI api
 - b. Webhook integration with API.AI for view account balance and transfer funds (direct debit)
 - c. Webhook/ConvoCore/ESB integration for view account balance
2. Questions
 - a. Possibility of getting the ESB endpoints planned for development regardless of progress to have a clearer idea of what can be done and what can't be done. Currently, the api demo is quite limited. i.e. it does not have view transaction history
 - i. Another team is working on the API, do let them know ahead which api you will need more urgently as compared to the rest.
 - b. Deployment server outside of SMU?
 - i. Development server is hosted in smu, you can only deployed in SMU but can access it outside
 - c. When viewing past chat history, should users be able to view sensitive information?

- i. Yes, we ensure that the user has input their OTP before they enter the chat page.
- d. Admin's role in the web application- Live chat takeover - Should the admin takeover the bot? Or separate chat?
 - i. User should be aware of the takeover but should be handled in the same chat as to see the previous messages.

The meeting was adjourned at 2pm. These minutes will be circulated and adopted if there are no amendments reported in the next three days.

Prepared by,
Jamie

