OneSource
Market Dashboard Chatbot

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Summary
Our project goal was to look into ways to help advance the Atos OneSource application add more specific value for clients across the different industry verticals. After our discussions with Atos stakeholders for dashboard ideas, we decided to focus on their OneSource application. Our team decided that a chatbot would make sense and fit with the tooling available through Atos’ partnership with Google. Our team was able to tackle the problem head-on and come up with an appropriate solution to the problem. Our product, the chatbot, will make creating dashboards simpler and faster for the end user. By completing the researching and pseudo coding part of the project, it is ready to be continued on through a simple implementation of our code and turned into a finished chatbot product.

Project Resources
The technologies our team worked with:

**ATOS OneSource** is a one stop shop that consolidates data and presents valuable insights through dynamic functionality. This technology is being used to support the creation of the chatbot that enhances and facilitates the usage of Dashboard Builder in OneSource. The users can use the chatbot to navigate, create, edit and delete dashboards in the Dashboard Builder.

**Google DialogFlow** is an end-to-end development suite for creating conversational interfaces. They enable natural and rich interactions between the users and the business. DialogFlow helped create the conversation and processed various inputs a user could potentially enter when interacting with the chatbot.

Impact

- Provides enhanced user experience
- Produce desired results (such as graphs) without accessing the backend of the application
- Assists new users of the application
- User experience improved due to familiarity with chatbots in previous professional or personal settings
- Replicate work done in DialogFlow into actual chatbot application

Performance

- Weekly Task Completion Rate: 95%

Some use cases could be more detailed.

- Company Mentor Feedback: "The team showcased a superb ability to work in an ever changing project environment. Between research, design and development phases – each member took on an organized approach to tackle various tasks and regularly produce weekly outputs to be reviewed as a group. We are very happy and thankful for their work as they handled complex requests successfully & independently completed their work without needing too much assistance from us." – Blake Brandon (ATOS Project Sponsor)

- The planning and analysis has been completed. Pseudocode has been written as a starting point for the use cases. DialogFlow Intents have been produced to model the chatbot.

Results

- DialogFlow mockup of chatbot interactions and user scenarios.

- Screenshots of chatbot interactions and user case studies.

Abstract

Our Team created a product to make user and company interaction easier in regard to dashboard creation. We focused on one specific functional area of the OneSource application – the Dashboard Builder. The dashboard builder enables end users to build their own customized dashboards around the data loaded into the application, however it is not the easiest tool to use or train users on. By using a chatbot, the user decreases the time spent trying to figure out how to build, edit, or delete a dashboard through its automated functionalities.

Our team put in countless hours researching, detailing, and coming up with possible user chatbot interactions. By targeting one specific tool, the dashboard builder, we were able to dive deeper into usability cases and look more into innovative features and applications that the chatbot could possibly have. Our team coordinated to create pseudocode for the intents and use cases and used Google DialogueFlow to then create a picture of what the chatbot might look like when fully implemented.

We were able to successfully generate possible outcomes with Google DialogueFlow and generate physical result of interactions with the chatbot. The chatbot improves user interaction and will be very useful in the future for the user and company.

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