Project Plan Presentation
Predictive Chatbot

The Capstone Experience

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Project Sponsor Overview

- Headquartered in East Lansing, MI
- Largest University Credit Union
- Mission: To provide superior service while assisting members and employees to achieve financial security, their goals, and ultimately, their dreams.
Project Functional Specifications

• Seeking to improve their digital channels
• Fran, chatbot that answers FAQs and provides suggestions to their members
• Fran now will initiate the member first
Project Design Specifications

• Analyze spending
• Schedule payment date
• Unusual spending
• Display spending
• Compatible with both computer screens and mobile devices
Screen Mockup: Analyze Spending

Hi, I'm Fran, your virtual assistant! I'm an expert with everyday questions and I can also help manage your expenses!

Based on your past deposits and spending you seem to have an account low on March 11th.

I suggest paying your cable bill after your next pay day on March 13th.

What can I help you with?
Screen Mockup: Schedule Payments

It looks like you have not yet scheduled your payment to your cable company, would you like me to do that now?

Yes
No

Great! Your cable bill is now scheduled. Is there anything else I can help you with?

Yes
No

What can I help you with?
Screen Mockup: Unusual Activity

Ask Fran

I've detected some unusual activity on your account on 1/25/23.

$224.39 at BESTBUY
Do you recognize this transaction?

Yes

No

You indicated that you didn't recognize this transaction. Would you like to lock your card?

Yes

No

What can I help you with?
Screen Mockup: Display Spending
Screen Mockup: Web Interface
Project Technical Specifications

- The User Interface
- Database
- Machine Learning
- Boost.AI
- Sandbox
- API
Project System Architecture

Front-End

Middleware

Back-End

Android Studio
Swift
Web Application

msufcu
MSU FEDERAL CREDIT UNION
MSUFCU Development Sandbox
boost.ai

MySQL
msufcu
MSU FEDERAL CREDIT UNION
MSUFCU Banking Core Data
Symitar
Project System Components

• Software Platforms / Technologies
  ▪ Jupyter/PyCharm
  ▪ Android studio
  ▪ Swift/iOS
  ▪ Visual Studio
Project Risks

• Risk 1
  ▪ Can't access the real data
  ▪ Using fake data for the project

• Risk 2
  ▪ Backend connections are outside of our scope
  ▪ Work on it to make sure everything is functional with hopes MSUFCU can implement it later

• Risk 3
  ▪ Produce useful features/patterns for Fran to detect
  ▪ Brainstorming, Research

• Risk 4
  ▪ Annoying the member: healthy balance between what we send to member
  ▪ Write better algorithms
Questions?