

# Bot Development Canvas

Designed by *Prefer Marketing Dept*

Designed for *Internal Travel Arrangement*

Date

Version

## Objective

Describe your bot's objective using S.M.A.R.T. terminology.  
Specifically:  
- Measurable  
- Achievable  
- Relevant/Realistic  
- Time-Bound

*In one year recieve and process 50% of travel arrangement requests automatically*

## User

Describe two of your users' demographics, technographics, motivations, frustrations and influencers.

Employee

- *uses company infrastructure*
- *is motivated to go through process fast*

Manager

- *uses company infrastructure*
- *ensures department doesn't go over budget*
- *is motivated to make the process as easy as possible*















## Inclusions

What will be part of the project?

- *Auto-book on approval*
- *Enter into calendar*

## Channels

What channels are you planning to use and what are their addresses.

	 <i>Intranet/Travel</i>	
		
		
		
		
		

## User intentions

Describe why your user wants to achieve the objective.  
e.g. As a <user I want>, pto <objective> so that <reason>.

- *As an employee I want to be able to request travel arrangements*
- *I want to provide travel arrangement details including start and end dates, hotel preferences, and airport transfer*
- *As an employee I want to receive confirmation of approval of my travel arrangements*
- *As a manager I want to be able to review employee's travel arrangments*
- *I want to see their travel dates, client, and cost*
- *As a manager I want to be able to approve or decline employee's travel arrangement*

## Exclusions

What will not be part of the project.

- *Auto approval & decline*

## Explore budget

What is the financial benefit if the bot, following the expectations framework.

*50% processed saves  
3 staff at internal travel ag.  
3 staff @ \$55k / year*

*\$165K savings annually*

*Expected budget \$150k*

## Expectations

On a scale of one to five set the expectations you have for the characteristics of your bot, following the expectations framework.

Understanding <input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<i>needs to comprehend dates, locations and preferences</i>
Answering <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<i>needs to be able to process information and give feedback about status of requests,</i>
Navigation <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<i>needs to be able to navigate through requests</i>
Error handling <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	<i>needs to be able to provide solutions to availability errors (e.g. flights not available)</i>
Intelligence <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	<i>needs to be able to remember users, their preferences and pending requests</i>

## Data

What data does your bot require and what data do you need from your users?

- *Hotel.com API*
  - *for hotels*
- *Travel Agency API*
  - *for flights*
- *Calendar API*
  - *for appointments*
- *CRM API*
  - *for client List*
- *Directory API*
  - *for manager*
- *Webhooks*
  - *book transfers*
- *Budget API*
  - *for tracking financials*