Design Oriented Research Plan

DVerse

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Project context

The primary objective of the project is to create a platform where users can interact with specialized bots to accomplish various tasks, obtain information, or perform actions based on their requests. The platform aims to enhance user experience by providing efficient and personalized responses using chatbots.

Research questions

In this section we will write down the main research question of our group project. Alongside this we will also specify some sub research questions we want to investigate, and some follow up questions that will help us in the research process.

Main research question

Tag	Attributes
Form of solution	Bot-enabled platform
Users	Anyone with access to the internet
Context	The collaborating bot's interface
Perform activity	Search for a specific question or task
Target performance	A dynamic interaction between users and agents, in a secure way

"Design a bot-enabled platform to enable anyone with access to the internet in the collaborating bot's interface to search for a specific question or task with a dynamic interaction between users and agents, in a secure way."
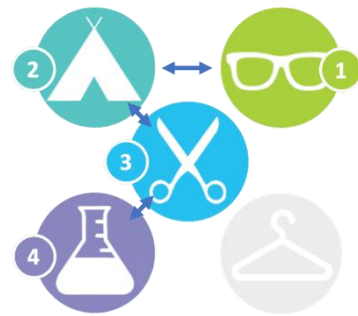
Sub questions:
1. What technology should the system use to enable anyone to get dynamic interaction between users and agents?
2. How will the bot-enabled platform determine the best agent to connect the user with for their specific question or task?
3. Why should someone choose a bot-enabled platform over traditional methods for completing a specific task?
4. What security measures will be put in place to protect user privacy and data security?
5. How can the platform be integrated with existing applications and services to provide a more comprehensive user experience?

Research strategies & methods

1. What technology should the system use to enable anyone to get dynamic interaction between users and agents?
   - **Library**: Literature Study, Best good and bad practices
   - **Field**: Problem analysis, Domain Modelling
   - **Workshop**: Prototyping, Decomposition
   - **Lab**: System Test, Non-functional test

2. How will the bot-enabled platform determine the best agent to connect the user with for their specific question or task?
   - **Workshop**: Brainstorm, multi-criteria decision making
   - **Lab**: A/B testing (no real people)
   - **Showroom**: Product Review

3. Why should someone choose a bot-enabled platform over traditional methods for completing a specific task?
   - **Field**: Survey, Stakeholder Analysis
   - **Workshop**: Business case exploration
   - **Library**: Available product analysis, SWOT analysis

4. What security measures will be put in place to protect user privacy and data security?
   - **Library**: SWOT Analysis, Best good and bad practices
   - **Workshop**: Root cause analysis, Multi-criteria analysis
   - **Showroom**: Guideline conformity analysis

5. How can the platform be integrated with existing applications and services to provide a more comprehensive user experience?
   - **Field**: Stakeholder analysis, Task analysis
   - **Library:** Design pattern research
   - **Workshop**: Business case exploration, Prototyping