

Project Charter: Smart Complaint Management System

# Operations & Training Plan

Start Date: November 1, 2024

End Date: December 30, 2024

Document Status: Draft | In Review | Approved

## Executive Summary

This project aims to develop and implement a smart complaint management system for Xcc Telecom, improving customer service through faster response times and more transparent communication. The system will reduce technical support bottlenecks and enhance customer satisfaction.

## Project Goal (SMART Objectives)

Specific: Implement a smart complaint management system for internet-related issues.

Measurable: Reduce complaint resolution time by 20%.

Attainable: Feasible with current resources and infrastructure.

Relevant: Directly addresses key customer service inefficiencies.

Time-bound: To be completed by November 30, 2024.

## Deliverables

1. Fully developed complaint management system.

2. Employee training materials and sessions.

3. Real-time complaint status updates for customers.

4. Feedback collection mechanism.

5. Monitoring tools to ensure system performance.

## Business Case / Background

Xcc Telecom's current system for handling customer complaints is slow and inefficient, leading to poor customer experiences and long resolution times. This project will streamline the process by introducing automation and better communication tools.

## Benefits, Costs, and Budget

Benefits:

- 20% faster complaint resolution.

- Increased customer satisfaction.

- Improved internal efficiency in handling complaints.

Costs:

- Software development and deployment.

- Employee training costs.

- Time allocated for testing and optimization.

Budget:

$40,000 USD.

## Scope and Exclusions

In-Scope:

- Developing the smart complaint system.

- Employee training.

- Integration with existing platforms.

Out-of-Scope:

- Changes to the internet services provided.

- Vendor contract negotiations.

## Project Team

Project Sponsor: Manager, العضو المنتدب

Project Lead: Ahmed Ramadan (Assistant Manager, Communication Department)

Project Team:

- IT Manager

- Developers

- Customer Service Manager

- Training Team

- Technical Support Team

Additional Stakeholders:

- Customers

- Marketing Department

- Investors

## Measuring Success

Success will be measured through a 20% reduction in complaint resolution time, positive customer feedback, and the adoption of the system by the customer service team within the first month of deployment.