

## Telecom (Fiji) Pte Limited

Project: AI Virtual Agent

### 1. INTRODUCTION

Telecom invites its panel of qualified vendors to submit proposals for an AI Virtual Agent. The goal of this AI-powered agent is to engage with our customers directly, providing intelligent and accessible support on our products and services. This virtual agent should be integrated to our website and self-care applications, capable not only of answering inquiries but also suggest and perform basic troubleshooting and create trouble tickets as necessary.

### 2. SCOPE OF WORK / PROJECT REQUIREMENTS

- **Propose a Platform & Integration**
  - Suggest which platform can best fit Telecom's requirements that can lead to optimal total cost of ownership.
  - Website integration: Embed the virtual agent on Telecom website.
  - myTelecom (Self-care) integration: Ensure the virtual agent is accessible through both website and mobile apps and supports multi-platform compatibility.
- **Functional Capability:**
  - Natural Language Processing (NLP): Implement conversational AI that understands customer inquiries related to products and services.
  - Intent & Entity Mapping: Define key intents (e.g., "report an issue," "product inquiry") and extract important entities (e.g., product name, issue type) from the conversations.
  - Basic Troubleshooting: Program the bot to handle level 1 troubleshooting by guiding customers through simple diagnostic steps. This can include FAQs, device resets, or user account checks.
  - Ticket Creation: Enable the virtual agent to log trouble tickets via integration with OSS/BSS. Automate ticket creation when the agent cannot resolve the issue.
- **API and Backend Integration:**
  - Customer Database Access: Ensure the AI has secure access to customer data (account, purchase history, support history) to personalize interactions.
  - Knowledge Base Integration: Integrate with the company's knowledge base for self-service FAQs and product troubleshooting guides.
  - OSS/BSS Integration: Connect to the OSS/BSS system to create, update, and track trouble tickets, product orders, or inquiries.
  - Automation platform integration
  - Compatible to inbound and outbound third-party integration.
- **Security and Compliance:**
  - Implement customer authentication and verification for secure transactions.
  - Ensure compliance with data privacy regulations.
- **Testing and Deployment:**
  - Perform extensive testing on various customer scenarios.
  - Deploy on multiple channels (web, mobile apps).

- **Training and Knowledge Transfer:**
  - User training and provide user manual.
  - Provide training to Telecom IT team on maintenance and enhancements.

### 3. PROPOSED APPROACH AND METHODOLOGY

Since this project is a revamp of existing platforms, please describe how your team would approach the analysis, design, development, and implementation phases of this project. Include details on:

- Project timeline with estimated start and end dates.
- Key milestones and deliverables for each phase of the project.
- Proposed technology stack and tools for development.
- User acceptance testing and quality assurance processes.
- Post-launch support and services.

### 4. PRIOR PROJECTS

Submit examples of similar projects where you have built an AI-powered virtual agent in both web and mobile applications. Include brief details on:

- Project descriptions and objectives.
- Technologies used.
- Screenshots or link to the website or app.
- Outcomes and benefits achieved for the client.
- Client testimonials or references (if available).

### 5. RISK MANAGEMENT

Outline potential risks associated with the deployment of an AI-powered Virtual Agent based on your experience and how you would address them. Risks could include delays in development, compatibility issues, challenges with third-party integrations, security issues, or data privacy issues. Describe your recommendation and approach to mitigating these risks.

### 6. PRICING STRUCTURE AND TERMS

Provide a general breakdown of your pricing for this project including:

- Total fixed cost.
- Costs for different milestones or phases of the project.
- Estimated costs for post-launch support and maintenance.
- Payment terms.

### 7. SUBMISSION DEADLINE AND INSTRUCTIONS

Please submit your RFQ response by 10 January 2025 email address provided below. You may also send in any queries or further clarifications.

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