

MIS 6349.002.23F – Digital Consulting Project

Deliverable 1 – Project Charter

Conversational and generative AI chat solution for agency clients to inquire on details of a particular booking

Team 1.2

	Team Members
1	Hashmeet Kaur Behal
2	Ming Hu
3	Kavita Nokku
4	Venkata Varshini Pamireddy
5	Min Shi
6	Aditya Praveen Yewankar

Document History

Project Charter		
Version	Date Revised	Comments
1.0	09-13-2023	Creation of first iteration
2.0	09-19-2023	Modification of Project Charter
3.0	09-20-2023	Revision of modified Project Charter
4.0	09-21-2023	Finalization of Project Charter

Stakeholders

Stakeholders		
Name	Title	Role
Irving Padilla	Principal Cloud Infrastructure Architect	Client Advisor / Stakeholder
Raju Pillai	Director of Data Engineering, Analytics and Architect	Client Advisor / Stakeholder
Kevin Short	Professor	Manager

Team Members & Roles

Team Roles		
Name	Title	Role
Aditya Yewankar	Product Manager	Product Manager
Hashmeet Behal	Tech Lead	Tech Lead
Kavita Nokku	Tech Engineer	Tech Engineer
Ming Hu	Tech Engineer	Tech Engineer
Min Shi	Project Manger	Project Manger
Venkata Varshini Pamireddy	Tech Engineer	Tech Engineer

Project Problem Statement

- Onyx grapples with commission payment delays due to factors like late data from hotels, funding delays, and incomplete information, causing agency concerns and increasing customer service workload.
- Querying payment status by Onyx's customer service would be burdensome, leading to manual investigations and operational inefficiencies.
- The existing self-service tool is inconvenient to use, agencies often bypass it, Onyx needs an automatic tool to respond to the queries from agencies.

Project Purpose

The expected benefits of the project are as follows:

- Create a conversational AI chat tool for Onyx's cloud chat service.
- Enable travel agencies to inquire about payment status with booking ID provided, especially agency's commission payout.
- Provide accurate and timely responses to customer inquiries using SQL queries and predictive models.
- Streamline the commission payment inquiry process for agencies and OTA partners.
- Improve customer satisfaction, encourage customer self-service adoption and enhance customer experience using a chat bot with basic conversational abilities and predictive models

Project Deliverables and/or Outcomes

The project aims to deliver a conversational and generative AI chat solution that enhances customer self-service adoption within Onyx's cloud chat service. This tool will allow agencies to inquire about the details of a specific booking by providing confirmation numbers, guest first names, and last names.

The project's successful implementation will result in:

- Improved customer self-service adoption, reducing the need for manual inquiries.
- Enhanced efficiency in addressing customer questions and concerns related to commission payouts.
- Increased user satisfaction through timely and accurate responses.
- Valuable data for analyzing customer interactions and optimizing the AI chat solution.
- A user-friendly tool that streamlines the commission payment inquiry process for travel agencies and OTA partners.

Project Resources Required

Resource Budget				
Resource Type	Resource	Quantity	Rate/Unit \$	Spend \$
People	Hours	600	100	60000
Tools	Python	6	0	0
	MySQL	6	0	0
	Microsoft Office 365	6	0	0
	GitHub	1	0	0

Project Scope

In-Scope	Out-of-Scope
Create an end-to-end chatbot solution for specific customer concerns.	Development of a Onxy architecture or integration of the chat bot is not expected
Data is given by the client to be used for chatbot solution	Data extraction, gathering and cleaning
For the payment status querying part, only payment status to be returned as a response	Queries that are unrelated to payment status
For the payment delivery date part, prediction models will be built based on training data	Not responsible for resolving the issue, just providing a standalone interface between the agency client and Onyx system to check payment status and get anticipated payment delivery date
Build a user-friendly interface for agency client to chat with our AI Chatbot	Handle travel agency questions in different languages

Project Constraints

Constraints	Description
Time	Project must be completed by Nov. 15 for presentation to the client
People	Only 6 team members with totally approximately 60 hours per week to devote to the project
Skills	Not all team members are familiar with Python programming language; Not all team members have experience with model building and analytics; Not all team members have generative AI related skills; Not all team members have UI design experience
Tools	AWS Sagemaker has limited free resources