**Deliverable 12: Project Closure Report – Safaricom Digital Customer Service Portal**

**1. Project Overview**

**Project Title:** Safaricom Digital Customer Service Portal  
**Project Sponsor:** Safaricom PLC  
**Project Manager:** [Your Name]  
**Start Date:** 15 February 2025  
**End Date:** July 2025  
**Project Budget:** KES 84 million  
**Business Goal:** To streamline customer service delivery through automation and digitization, reducing customer wait times and increasing first-contact resolution by at least 60%.

**2. Objectives vs Achievements**

| **Planned Objective** | **Status** | **Comments** |
| --- | --- | --- |
| Launch fully integrated digital portal | ✅ Achieved | Delivered with chatbot, ticketing & live agent functionality |
| Achieve 95% SLA compliance within 2 months | ✅ Achieved | Currently at 96.8% |
| Automate 60% of tier-1 customer queries | ✅ Achieved | Chatbot currently handles 68% of incoming requests |
| Reduce agent response time to <20 seconds | ✅ Achieved | Average time now 17 seconds |
| Integrate with CRM and billing systems | ✅ Achieved | All backend integrations tested and deployed |

**3. Scope Verification**

* **Scope Delivered:**
  + Customer portal (Web + Mobile Interface)
  + Chatbot integration
  + Live agent interface and dashboard
  + Admin panel
  + CRM and billing integration
  + Ticketing system
  + Performance monitoring dashboard
  + Knowledge base
  + Multi-language support
* **Scope Exclusions:**
  + WhatsApp bot integration (moved to future release)
  + Voice AI support (post-launch phase 2)

**4. Deliverables Checklist**

| **Deliverable** | **Status** | **Notes** |
| --- | --- | --- |
| Business Case | ✅ Complete | Reviewed and approved by sponsor |
| Project Charter | ✅ Complete | Signed-off |
| Risk Management Plan | ✅ Complete | Updated throughout lifecycle |
| Stakeholder Management Plan | ✅ Complete | All key stakeholders engaged |
| Change Management Plan | ✅ Complete | Training and adoption executed |
| Implementation Schedule | ✅ Complete | All milestones met |
| Training & UAT Reports | ✅ Complete | Training logs + UAT Signoffs attached |
| Performance Monitoring Dashboard | ✅ Complete | Live since July 1, 2025 |
| Closure Report | ✅ This doc | Final phase of documentation |

**5. Project Performance Summary**

* **Budget Usage:**
  + Allocated: KES 84M
  + Used: KES 82.7M
  + Variance: KES 1.3M (under budget)
* **Time Performance:**
  + Planned Duration: 5 months
  + Actual Duration: 5 months
  + Status: On time
* **Quality Metrics Achieved:**
  + Uptime: 99.96%
  + Chatbot Automation Accuracy: 93%
  + CSAT Score: 4.7/5

**6. Lessons Learned**

| **Area** | **Lesson** |
| --- | --- |
| Change Management | Early involvement of customer care agents accelerated adoption |
| Vendor Coordination | Dedicated integration testing time was crucial for backend success |
| Agile Methodology | Sprint reviews every 2 weeks kept the team aligned and adaptable |
| UAT | Having real users test the beta improved chatbot training quality |

**7. Outstanding Issues / Recommendations**

* **WhatsApp Chatbot** to be prioritized in Phase 2 (Q4 2025)
* **Voice-based support** pilot to be started with AI assistant
* **Periodic retraining of chatbot model** to maintain response accuracy
* **Customer feedback loop** to be formalized post-launch

**8. Project Handover**

| **Item** | **Recipient** | **Date Handover** |
| --- | --- | --- |
| System documentation | Safaricom ICT Operations | 22 July 2025 |
| User training guides | Customer Support Team | 19 July 2025 |
| Dashboard and KPIs access | Executive Management Team | 20 July 2025 |
| Support escalation matrix | IT Helpdesk | 20 July 2025 |

**9. Sign-off**

| **Name** | **Title** | **Signature** | **Date** |
| --- | --- | --- | --- |
| [Your Name] | Project Manager |  | 25 July 2025 |
| [Sponsor Name] | Project Sponsor |  | 25 July 2025 |
| [Operations Lead Name] | Customer Care Director |  | 25 July 2025 |