**Project Charter**

**Project Name:** Safaricom Digital Customer Service Portal  
**Project Sponsor:** Safaricom Customer Service Division  
**Project Manager:** [Insert Name]  
**Date:** August 2025

**1. Project Purpose**

To design, develop, and deploy a unified digital customer service portal that offers multi-channel access (self-service, AI chatbot, live support, ticket management) to enhance customer experience, reduce operational costs, and improve service efficiency.

**2. Project Objectives**

* Deliver a fully functional digital portal accessible 24/7 by August 2025.
* Integrate AI chatbots and ticketing system with existing Safaricom backend systems.
* Reduce call center dependency by at least 30% within the first 6 months after launch.
* Improve average customer query resolution time by 20%.
* Ensure compliance with all relevant data privacy and telco regulations.

**3. Scope**

**In Scope:**

* Development of customer-facing portal features (self-service, chatbot, live chat, ticketing).
* Integration with CRM, billing, and backend support systems.
* Security and compliance measures.
* Training materials and user documentation.
* Deployment and support during initial launch period.

**Out of Scope:**

* Physical call center infrastructure changes.
* Non-customer facing internal support tools.

**4. Key Deliverables**

* Business Case and Approval
* Requirements Specification
* UI/UX Designs and User Journeys
* Developed Portal with AI Chatbot and Ticketing Integration
* Testing & Quality Assurance Reports
* Training and Support Documentation
* Deployment Plan and Go-Live
* Post-Implementation Review Report

**5. Milestones**

| **Milestone** | **Target Date** | **Status** |
| --- | --- | --- |
| Project Kickoff | June 1, 2025 | Planned |
| Requirements Finalization | June 20, 2025 | Planned |
| Design Completion | July 10, 2025 | Planned |
| Development Complete | July 30, 2025 | Planned |
| Testing & UAT Complete | August 15, 2025 | Planned |
| Go-Live | August 25, 2025 | Planned |
| Post-Implementation Review | September 30, 2025 | Planned |

**6. Project Budget**

Estimated total budget: $1.2 million

**7. Assumptions**

* Required technical resources and vendor support will be available on schedule.
* Stakeholders will provide timely feedback during requirements and testing phases.
* No major regulatory changes during the project timeline.

**8. Constraints**

* Fixed project deadline of August 2025 due to business needs.
* Budget limits restrict scope expansion beyond initial design.
* Integration complexity with legacy systems.

**9. Risks**

* Integration delays with backend systems.
* Data privacy compliance risks.
* User adoption challenges.

**10. Stakeholders**

* Safaricom Customer Service Team
* IT Development Team
* Compliance & Security Team
* External Vendors (AI and Integration providers)
* End Customers

**11. Approval**

| **Name** | **Role** | **Signature** | **Date** |
| --- | --- | --- | --- |
| [Sponsor Name] | Project Sponsor |  |  |
| [Manager Name] | Project Manager |  |  |
| [Other Key Person] | [Role] |  |  |