Project charter

Project name:-AI based chatbot for Query resolution

Project sponsor:-Tushar Topale

Project manager:-Harshada Topale

Expected Start Date:-16-9-23

Expected Completion Date:-16-10-23

Project Objectives:- The 'Artificial Intelligence' project is about automating the query resolution activities by means of a AI-based chatbot.

Business Case:- Implementing an AI-based chatbot for query resolutions will streamline customer support, reduce response times, and lower operational costs, ultimately enhancing customer satisfaction and increasing efficiency. This strategic investment will improve our competitive edge and boost customer loyalty.

Goals/metrics:- 1. Achieve a 30% reduction in average response time for customer queries within the first quarter of implementation. 2. Increase first-contact resolution rates to 75% by the end of the year, ensuring efficient query resolutions and improved customer satisfaction.

Expected Deliverables:- 1. A fully functional AI chatbot integrated into our customer support platform, capable of handling common queries and seamlessly escalating complex issues to human agents. 2. Comprehensive documentation, including training materials and knowledge base updates, to ensure the continued effectiveness and scalability of the chatbot system.

Risks:- 1. Technical Risk 2.Customer acceptance and adoption may pose a risk if users are resistant to interacting with the chatbot, requiring effective change management and communication strategies to ensure a smooth transition.

End Customer:-Cloud Counselage Pvt.Ltd

System Design Specifications:

Introduction: Creating a project schedule for developing a chatbot involves breaking down the project into specific tasks, estimating the time required for each task, and organizing them in a timeline. The following is a simplified project schedule for developing the chatbot, assuming you have experience with Python, Tkinter, Flask, and the selected messaging platforms' APIs.

Functional Requirements:- 1.Unified Chatbot Integration,2.FAQ Handling,3.Speech-Driven and Text Chat,4.Generative AI, 5.User Experience, 6.Analytics and Reporting, 7.User Support

Non-Functional Requirements:- 1.Performance, 2.Reliability and Availability, 3.User Experience, 4.Compliance and Ethics, 5.Compliance with Platform Policies