Assignment 3

Request for Information Document

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| Course | INFO8686 – Information Technology Business Analysis Capstone Project |
| Section | 5 |
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Catalyst Driving Business Excellence

Kitchener, Ontario

Generative AI Powered Voice Assistant Customer Service at Rogers

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# Introduction

To manage diverse customer service scenarios for Rogers, Catalyst Consultancy is implementing Generative AI voice assistant. We need further data from Roger’s stakeholders in a few critical areas in order to guide the design and development of this system. The questions have been categorized and prioritized (1 highest and 5 lowest) as listed below. To help direct the project's future stages, we request detailed responses to these questions.

# High Level Business Requirements

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| **REQ ID** | **Questions** | **Department** | **Priority** |
| CSD001 | What different customer service contexts should the AI assistant handle (e.g., billing inquiries, device issues, order tracking, etc.)? | Customer Service | 1 |
| ITD001 | What existing systems do AI conversations need to integrate with? (e.g., CRM) | IT/Integration | 1 |
| ITD002 | Does Rogers currently utilize any AI/ML capabilities in customer service contexts? If so, for what applications? Is it possible to share documents related to it? | IT/AI | 2 |
| ITD003 | What KPIs does Rogers track around customer service metrics like call wait times, resolution times, and resolution rates? | IT/Data Analytics | 2 |
| CSD002 | What are Rogers’ current handover mechanism for complex customer issues in the customer service context? | Customer Service | 2 |
| ITD004 | Are there any Rogers’ specific architectural principles, patterns, or standards that AI solutions would need to align with? For example, data security, vendor etc. | IT/Architecture | 2 |
| CSD003 | Are there specific Service Level Agreements (SLAs) Rogers is expecting for different types of customer issues based on the priority of the issue? | Customer Service | 3 |
| ITD005 | What are the essential privacy and security standards that the AI voice assistant solution needs to meet? | IT/Data Security | 1 |
| ITD006 | Which dialects and languages are Rogers expecting support for the AI voice assistant? | IT/Development | 3 |
| ITD007 | What methods does Rogers recommend to ensure that AI voice assistance continues to answer consumer inquiries consistently and accurately? | IT/AI | 4 |
| CSD004 | What degree of personalization and customization is Rogers expecting in the AI voice assistant system? | Customer Service | 4 |
| ITD008 | What are the expected user load and scalability requirements for the platform? | IT/Infrastructure | 3 |
| ITD009 | What approach does Rogers recommend to enhance the performance of NLP in understanding customer complaints? | IT/AI | 3 |
| MRD001 | What measures should be in place to ensure that the AI platform's interactions align with Rogers' values, protecting the brand image and reputation? | Marketing | 5 |
| ITD010 | What approach does Rogers recommend for implementing and deploying the AI platform? | IT/Deployment | 3 |
| ITD011 | What measures would Rogers need for regular backups, restores, and maintenance of the AI platform? How frequently will backups be performed, and what is the expected duration for system restores? | IT/Operations | 3 |
| ITD012 | What measures should be implemented within the AI platform to enforce robust access control mechanisms and authentication protocols, ensuring that only authorized users can access sensitive information and perform specific actions? | IT/Security | 1 |
| ITD013 | How does Rogers want the AI platform to proactively generate maintenance alerts and notifications based on predictive analytics? | IT/ Data Analytics | 2 |
| ITD014 | What are the performance expectations in terms of response times and throughput for the AI system? | IT/Performance | 3 |
| ITD013 | What strategies should be employed to ensure intuitive navigation and seamless user experience within the AI platform, facilitating efficient access to relevant features and information for internal customers? | IT/UI-UX | 4 |

# References

1. Singla, C. (2020, April 28). *Functional vs Non Functional Requirements*. GeeksforGeeks. <https://www.geeksforgeeks.org/functional-vs-non-functional-requirements/>
2. Downing, K. (2021, November). *Can we engineer more inclusive customer service with next-gen AI voice assistants?* Talkdesk. https://www.talkdesk.com/blog/ai-voice-assistant/