Assignment 4

|  |  |
| --- | --- |
| Group # | CP 5 |
| Student Name | Rakesh Mahendranath, Govind Kala Raveendran, Charumathi Satish, Aiswarya Raj, Het Chandubhai Patel, Vignesh Ramasubramanian |
| Course | INFO8686 – Information Technology Business Analysis Capstone Project |
| Section | 5 |
| Professor | Prof. Nilesh Deshmukh |
| Due Date | Feb 18, 2024 |

Catalyst Driving Business Excellence

Kitchener, Ontario

Generative AI Powered Voice Assistant Customer Service at Rogers

Contents

[1. As-is process flow 3](#_Toc1705028584)

[2. Explanation for the main flow diagram 3](#_Toc1623733175)

[2.1 Explanation for the main flow diagram 3](#_Toc1955185727)

[2.2 Explanation for the Sub–Process 5](#_Toc1946681154)

[3. Updated RACI diagram 6](#_Toc1971837128)

# As-is process flow

Please refer to the attached Visio file named ‘**W24-INFO8686-GroupCP5-Assignment4-AsIs Process**’ for the As-is process.

# Explanation for the main flow diagram

## 2.1 Explanation for the main flow diagram

**1. The customer initiates the process (Calling Rogers):**

The process begins with a customer calling Rogers.

**2. Language Selection:**

The recorded voice prompts the customer to Press 1 for English or Press 2 for French.

**3. Account Number Identification:**

After language selection, the recorded voice asks the customer to input their account number.

A condition is checked to determine whether the account number has been identified.

**4. Condition Check (Account Number Identified):**

If the account number is not identified, the recorded voice instructs the customer to input their account number.

If the account number is identified, the process presents options to the customer based on their needs.

**5. Options for Identified Account (Press 1-5):**

If the account number is identified, the customer is presented with the following options:

* Press 1 for Billing & Payment
* Press 2 for Technical Support
* Press 3 for Add Product and Services
* Press 4 for Account Change
* Press 5 to Talk to a Customer Agent.

Then, the customer selects an option and enters the next condition.

**6. Condition Check (Option Selected = 5):**

A condition is checked to determine if the customer selected option 5 to transfer to a live agent at Rogers.

**7. Call Transfer to an Agent (If yes):**

If the condition is true (customer selected option 5), the call is transferred to a live customer agent.

The agent receives the call and resolves the customer's issue.

**8. Condition Check (Customer Satisfaction):**

After resolving the issue, a condition is checked to determine if the customer is satisfied.

If the customer is satisfied, the process stops.

If the customer is not satisfied, a ticket is created and transferred to the resolution department.

**9. Ticket Escalation and Resolution:**

The ticket is escalated to the resolution department.

The resolution department works to solve the issue.

Once the issue is resolved, the process stops.

**10. Condition Check (Option Selected not equal to 5):**

If the customer did not select option 5, the process enters a sub-process named ***‘Options Resolution Process.’***

**11. Options Resolution Sub-process:**

The sub-process presents various options to the customer based on their needs.

**12. Condition Check (Issue Solved in Options Resolution Sub-process):**

After the sub-process, a condition is checked to determine if the issue is solved.

If the issue is solved, the process stops.

If the issue is not solved, a ticket is created and transferred to the resolution department.

**13. Ticket Escalation and Resolution (Sub-process):**

The ticket from the sub-process is escalated to the resolution department.

The resolution department works to solve the issue.

Once the issue is resolved, the process stops.

This detailed breakdown illustrates the step-by-step flow of the customer interaction process with Rogers, including account identification, option selection, live agent interaction, customer satisfaction check, and ticket escalation for issue resolution.

## 2.2 Explanation for the Sub–Process

**1. Condition Check (Option Selected = 1):**

If the condition is true (Option Selected = 1), the sub-process presents the following options:

* Press 1 for Plan Related Issue
* Press 2 for Account Related Issues
* Press 3 for Issue in Billing

Customers can select one of the above options.

If the customer selects 3 for ***the Issue of Billing***, the process addresses billing-related problems.

After resolving the billing issue, the System will check if the issue is resolved or not. If yes, the process Stops. If not, a ticket is created and transferred to the resolution department. After the issue is solved, the process stops.

**2. Condition Check (Option Selected = 2):**

If the initial condition (Option Selected = 1) is false, it enters another condition to check if Option Selected = 2.

**Option Selected = 2 (Talk to Virtual Assistant):**

If the condition is true, the process directs the customer to talk to the virtual assistant for assistance.

After interacting with the virtual assistant, the system will check if the issue is resolved or not. If yes, the process stops. If not, a ticket is created and transferred to the resolution department. After the issue is solved, the process stops.

**3. Condition Check (Option Selected = 3):**

If the previous condition (Option Selected = 2) is false, it enters another condition to check if Option Selected = 3.

**Option Selected = 3 (Press 1 for Mobile, Press 2 for Residential and home Internet):**

If the condition is true, the process presents the following options:

* Press 1 for Mobile
* Press 2 for Residential and home Internet.

The customer can select one of these options.

**Option Selected = 3 (Mobile or Residential and home Internet):**

Depending on the customer's selection, the process addresses issues related to mobile or residential/home internet.

After resolving the specific issue, the system will check if the issue is resolved or not. If yes, the process stops. If not, a ticket is created and transferred to the resolution department. After the issue is solved, the process stops.

**Condition Check (Option Selected = 4):**

If the previous conditions (Option Selected = 1, 2, and 3) are false, it enters another condition to check if Option Selected = 4.

**Option Selected = 4 (Travel, Report Loss, Hardware Upgrade, Change Service, Cancel Service):**

If the condition is true, the process presents the following options:

* Press 1 for Travel Related Inquiries
* Press 2 for Report Loss
* Press 3 for Hardware Upgrade
* Press 4 for Change Service
* Press 5 for Cancel Service

The customer can select one of the above options.

Option Selected = 4 (Specific Inquiry):

Depending on the customer's selection, the process addresses the specific inquiry (travel, report loss, hardware upgrade, change service, cancel service).

After resolving the specific inquiry, the system will check if the issue is resolved or not. If yes, the process stops. If not, the ticket is created and transferred to the resolution department. After the issue is solved, the process stops.

This breakdown provides a detailed explanation of the option ***Resolution Sub-process***, including the conditions, options presented to the customer, and the corresponding actions taken for each option.

# Updated RACI diagram

Please refer to the attached Excel file named ‘**W24-INFO8686-GroupCP5-Assignment4-UpdatedRACI**’ for the RACI matrix.