Written Status Report

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| Course | INFO8686 – Information Technology Business Analysis Capstone Project |
| Section | 5 |
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| Due Date | Jan 25, 2024 |

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# Status Report

Date: 01/25/2023

**Project Name**: Generative AI Powered Voice Assistant Customer Service at Rogers

## Preliminary results

|  |  |  |  |
| --- | --- | --- | --- |
| **AI-POWERED CUSTOMER COMPLAINT REDRESSAL SYSTEM** | **→** | Green | Initiated analysis on a solution that leverages AI technologies to automate customer complaint resolution, significantly reduces wait times, and enhances overall customer satisfaction. |

|  |  |  |  |
| --- | --- | --- | --- |
| TIME | **→** | Green | The project has been successfully initiated and is progressing within the established timeline. |
| RESOURCE | **→** | Green | The team of six resources is adequate, marked 'green,' as tasks have been equitably distributed to ensure balanced workloads. |
| TECHNOLOGY | **→** | Green | Sufficient access to technology-related information proved optimal for the ongoing research phase. |

## 1.2 Achievements

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| --- |
| Researched DOW 30 companies and selected Rogers Communications Inc. for analysis. |
| Prepared company overview, including financial and competitive analysis |
| Brainstormed ideas contemplating the scope for improvement |
| Prepared scope document |
| Developed a project charter document |
| Formulated a business analysis approach and documented the same |
| Laid down plans for stakeholder engagement |

## 1.3 Plans

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| --- |
| Presentation outlining the case for the new solution to the business sponsor |
| Conduct elicitation activities to understand business and functional needs |
| Conduct feasibility analysis from client information |
| Assess the company’s functional and resource constraints and prepare an RFI document with queries |
| Translate business requirements into functional requirements and documentation |
| Perform AS-IS analysis to understand the potential impact of the suggested solution |
| Prepare an executive-level business process flow explanation |
| Update the RACI diagram |

# 1.4 RAID (Risks, Actions, Issues, Decisions) Log

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| RISKS | | | ISSUES | | |
| **Risk** | **Date** | **Severity** | **Issue** | **Date** | **Priority** |
| Technical Feasibility | - | Medium | N/A |  |  |
| Vendor Dependency | - | Medium |  |  |  |
| ACTIONS | | | DECISIONS | | |
| **Action** | **Date** | **Priority** | **Decision** | **Date** | **Priority** |
| Prepare infographics for presentation | 31-01-2024 | high | Begin preparation for the RFI document | 03-02-2024 | Medium |
| Quantify the business advantages using numerical metrics | 31-01-2024 | high | Initiate preparations for the current state analysis. | 03-02-2024 | Medium |