Business Requirements Specifications

**Project Name: Oxford Mtrain**

**Version: 1.0.0**

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1. Introduction

1. Introduction

This Statement of Work (SOW) outlines the project scope, objectives, deliverables, and timeline for the development of a new e-commerce website for XYZ Company. The purpose of this project is to create a modern, user-friendly online platform that enhances the customer shopping experience and increases online sales for the company.

The key stakeholders involved in this project include the project sponsor from XYZ Company, the project manager, the development team, and the marketing team. Clear communication channels and regular project meetings will be established to ensure all stakeholders are informed and aligned throughout the project lifecycle.

The development of the e-commerce website will adhere to industry best practices, including responsive design for seamless user experience across various devices, robust security measures to protect customer data, and integration with payment gateways for secure online transactions.

The project will be divided into distinct phases including planning, design, development, testing, deployment, and support/maintenance. Each phase will have specific deliverables and milestones to be met before proceeding to the next stage.

Form Structure:

|  |  |  |  |
| --- | --- | --- | --- |
| **User Input** | **Input Type** | **Options** | **Comments** |
| ----------------- | ------------ | --------- | -------------------------------- |
| User's Full Name | Text | N/A | Required field |
| User's Email | Email | N/A | Required field, validation |
| Shipping Address | Text | N/A | Required for order fulfillment |
| Product Category | Dropdown | Clothing, Electronics, Home & Garden, Beauty | Select one option |
| Payment Method | Radio buttons | Credit Card, PayPal, Stripe | Choose one |

a. Objective

Objective:

The objective of this Statement of Work (SOW) is to clearly outline the scope of work, deliverables, timeline, and responsibilities for [Project Name].

Form Structure:

|  |  |  |  |
| --- | --- | --- | --- |
| **User Input** | **Input Type** | **Options** | **Comments** |
| -------------------- | ------------- | --------- | ---------- |
| Project Title | Text Field |  |  |
| Project Description | Text Area |  |  |
| Stakeholder | Dropdown | Internal, External | Select primary stakeholders |
| Timeline | Date Range | Specify project timeline |  |
| Budget Estimate | Number Field | Estimate project budget |  |

2. Features of Oxford Mtrain Web Application

2. Features of Oxford Mtrain Web Application

The Oxford Mtrain Web Application is designed to provide users with a comprehensive and intuitive platform for engaging with training materials and courses. The key features of the Oxford Mtrain Web Application include:

1. User-friendly Interface: The application offers a user-friendly interface that allows for easy navigation and access to training resources.

2. Course Catalog: A detailed course catalog that provides users with information on available courses, duration, instructors, and prerequisites.

3. Personalized Learning Paths: Users can create personalized learning paths based on their interests, career goals, and skill level.

4. Progress Tracking: The application offers progress tracking functionality to help users monitor their learning journey and completion status.

5. Interactive Quizzes and Assessments: Users can engage with interactive quizzes and assessments to test their knowledge and understanding.

6. Discussion Forums: Integrated discussion forums for users to collaborate, share insights, and ask questions related to the course material.

7. Mobile Compatibility: The application is optimized for mobile devices, allowing users to access training materials on-the-go.

8. Certification: Upon successful completion of courses, users can receive certificates to showcase their achievements.

Form Structure:

|  |
| --- |
| **\*\*** |
|  |
| User Input |
| -------------------------- |
| Username |
| Password |
| Email |
| Preferred Learning Topics |
| Communication Preference |
|  |
| \*\* |

a. User Interface

User Interface

The User Interface (UI) component of this project will focus on creating a visually appealing and user-friendly interface to enhance user experience. The UI will be designed to be intuitive, responsive, and accessible across various devices and screen sizes.

Key aspects of the User Interface include:

1. Layout: The layout of the interface will be carefully structured to prioritize key information and functionalities. It will follow best design practices to ensure easy navigation and understanding for users.

2. Visual Design: The UI will feature a modern and clean visual design that aligns with the overall branding of the project. Color schemes, typography, and iconography will be used strategically to create a cohesive and engaging design.

3. Interactive Elements: Various interactive elements such as buttons, dropdown menus, checkboxes, and radio buttons will be incorporated to allow users to interact with the interface seamlessly.

4. Feedback Mechanisms: The UI will include feedback mechanisms such as tooltips, error messages, and confirmations to provide users with real-time feedback on their actions.

5. Accessibility: The UI design will comply with accessibility standards to ensure that all users, including those with disabilities, can access and use the interface effectively.

Form Structure:

|  |  |  |  |
| --- | --- | --- | --- |
| **User Input** | **Input Type** | **Options** | **Comments** |
| ------------------ | ------------ | ---------------- | ------------------------------ |
| Username | Text | - | Required field |
| Password | Password | - | Required field |
| Email | Email | - | Required field |
| Select Language | Dropdown | English, Spanish, French | User can select preferred language |
| Date of Birth | Date | - | User must select a valid date |

1. Login/Signup process

Login/Signup Process

The Login/Signup process is a crucial aspect of our system, providing users with secure access to their accounts. This process includes the following steps:

1. User Registration: New users will have the option to sign up for an account by providing their basic information such as name, email address, and password.

2. Email Verification: After registering, users will receive an email verification link to confirm their email address and activate their account.

3. Login Credentials: Returning users can log in using their registered email address and password.

4. Forgot Password: In case users forget their password, they can request a password reset link to regain access to their accounts.

5. Two-Factor Authentication: To enhance security, users have the option to enable two-factor authentication for an additional layer of protection.

Form Structure:

|  |  |  |  |
| --- | --- | --- | --- |
| **User Input** | **Input Type** | **Options** | **Comments** |
| ----------------- | ------------ | ----------- | ------------------- |
| Name | Text |  |  |
| Email Address | Email |  |  |
| Password | Password | Min. 8 characters |  |
| Confirm Password | Password | Match with Password |  |
| Security Question | Dropdown | What is the name of your first pet? - Where were you born? - What is your favorite color? | Select one option |

By following these steps and providing a user-friendly registration and login process, we aim to ensure a seamless and secure experience for our users.

b. User Journey

b. User Journey

The User Journey section of this Statement of Work aims to outline the expected flow and interactions of users with the provided solution or service. This involves detailing the various touchpoints where users will engage with the system, from initial access to desired outcomes.

The User Journey will be structured in a way that aligns with the typical user flow, starting with the point of entry, through to the actions they take within the system, and concluding with the desired end goals. Each step of the user journey will be described to ensure a comprehensive understanding of the user experience.

The goals of outlining the User Journey include:

- Understanding user behavior and expectations

- Identifying pain points and areas for improvement

- Ensuring a seamless and intuitive user experience

- Aligning stakeholders on user interactions and expectations

- Providing a foundation for user testing and feedback collection

*Example of User Journey Steps:*

1. Homepage Access:

- Users access the platform through the homepage URL.

- A welcoming message and clear call-to-action buttons are displayed.

2. Registration/Login:

- Users are prompted to either log in with existing credentials or register for a new account.

- Fields for email, password, and optional fields like name and profile picture are provided.

3. Dashboard Navigation:

- Upon successful login, users are directed to the dashboard.

- Menu options for various features are visible for easy navigation.

4. Search Functionality:

- Users can search for specific items using a search bar.

- Search results are displayed dynamically as users type.

5. Transaction Process:

- Users can initiate transactions by selecting items and proceeding to checkout.

- Payment options and delivery details are collected before finalizing the transaction.

Form Structure:

|  |  |  |  |
| --- | --- | --- | --- |
| **User Input** | **Input Type** | **Options** | **Comments** |
| ---------------- | ------------- | --------- | -------------------------- |
| Email | Text | Required field |  |
| Password | Password | At least 8 characters |  |
| Name | Text | Optional field |  |
| Profile Picture | File Upload | Max file size: 5MB |  |
| Search Keyword | Text | Dynamic search feature |  |

This structured approach to defining the User Journey will guide the development process, ensuring that user interactions are considered at every step of the project.

1. Onboarding

1. Onboarding

The onboarding process is a crucial stage that initiates a new relationship between the client and the service provider. The purpose of onboarding is to ensure a smooth transition, set expectations, and provide all necessary information for a successful collaboration. This phase typically includes the following activities:

- Introduction meeting between the client and the project team.

- Sharing of project timelines, milestones, and deliverables.

- Provision of access to necessary tools, systems, and resources.

- Training sessions for the client on how to utilize the service or product.

- Clarification of roles and responsibilities for both parties.

Form Structure:

|  |  |  |  |
| --- | --- | --- | --- |
| **User Input** | **Input Type** | **Options** | **Comments** |
| ------------------ | ------------ | ----------------- | ------------------------------------ |
| Client Name | Text | N/A |  |
| Company Name | Text | N/A |  |
| Contact Email | Email | N/A |  |
| Phone Number | Text | N/A |  |
| Preferred Language | Dropdown | English, Spanish, French | Language preference |

Please fill out the necessary information in the table provided above for the onboarding process. This will help streamline the initiation of our collaboration.

2. Completing profiles

2. Completing Profiles

In this phase of the project, all users will be required to complete their profiles in order to access the platform's features and functionalities fully. Completing profiles involves providing essential information such as personal details, preferences, and any other necessary data required for a seamless user experience.

To ensure a smooth onboarding process and accurate user data collection, the following fields will be included in the profile completion form:

1. Full Name:

- User Input: Text Field

- Options: None

- Comments: Users should provide their full legal name as it appears on official documents.

2. Email Address:

- User Input: Text Field

- Options: None

- Comments: A valid email address is required for account verification and communication purposes.

3. Date of Birth:

- User Input: Date Picker

- Options: None

- Comments: Users must enter their date of birth in the format DD/MM/YYYY.

4. Profile Picture:

- User Input: File Upload

- Options: None

- Comments: Users can upload a profile picture in JPG or PNG format.

5. Bio/Description:

- User Input: Text Area

- Options: None

- Comments: Users can provide a brief description or bio about themselves.

Form Structure:

|  |  |  |  |
| --- | --- | --- | --- |
| **User Input** | **Input Type** | **Options** | **Comments** |
| ---------------- | -------------- | ---------- | --------------------------------------------------- |
| Full Name | Text Field | None | Users should provide their full legal name. |
| Email Address | Text Field | None | A valid email address is required. |
| Date of Birth | Date Picker | None | Enter date of birth in DD/MM/YYYY format. |
| Profile Picture | File Upload | None | Upload JPG/PNG format picture. |
| Bio/Description | Text Area | None | Users can provide a brief description about themselves. |

Completing profiles accurately is crucial for personalizing user experiences and ensuring effective communication within the platform. By providing the requested information, users can optimize their interaction and engagement with the system.

3. Email verification

3. Email Verification

Objective: The email verification process aims to ensure the accuracy and validity of the email addresses provided by users.

Scope of Work:

- Implement an email verification system to validate email addresses during user registration and account creation processes.

- Send a verification link to the provided email address and require users to confirm their email by clicking on the link.

- Upon successful email verification, grant users access to their accounts and services.

Deliverables:

1. Email verification feature integrated into the user registration workflow.

2. Confirmation email template with a unique verification link for each user.

3. User interface feedback for successful and unsuccessful email verifications.

Acceptance Criteria:

- Users must receive the verification email promptly after registration.

- The verification link should expire or become invalid after a specified period.

- Only verified emails should gain access to the platform's services.

Timeline:

- The email verification system should be implemented within two weeks from the project start date.

Form Structure:

|  |  |  |  |
| --- | --- | --- | --- |
| **User Input** | **Input Type** | **Options** | **Comments** |
| ----------------- | --------------- | --------- | ---------------------------- |
| Email | Text | Required |  |
| Confirm Email | Text | Required, must match Email |  |
| Verification Code | Text | Required, auto-generated |  |
| Resend Verification | Checkbox | Optional |  |
| Verify Button | Button | Initiates email verification |  |

c. Subscription Plans

Subscription Plans

The Subscription Plans section outlines the various options available for users to subscribe to our services. This includes details on different plans, features included, pricing, and billing cycles.

1. Basic Plan

- Description: Entry-level plan with essential features.

- Pricing: $9.99 per month

- Features: Basic support, limited access to premium content.

2. Premium Plan

- Description: Comprehensive plan with additional features for power users.

- Pricing: $19.99 per month

- Features: Priority support, full access to premium content, ad-free experience.

3. Enterprise Plan

- Description: Tailored plan for businesses and organizations.

- Pricing: Custom pricing based on requirements.

- Features: Dedicated account manager, advanced analytics, personalized training.

4. Family Plan

- Description: Ideal for households with multiple users.

- Pricing: $29.99 per month

- Features: Multiple user accounts, shared content libraries.

5. Student Plan

- Description: Discounted plan for students with valid ID.

- Pricing: $4.99 per month

- Features: Access to educational resources, student community forums.

Form Structure:

|  |  |  |  |
| --- | --- | --- | --- |
| **User Input** | **Input Type** | **Options** | **Comments** |
| ---------------- | ------------ | ------------------- | --------------------- |
| Plan Selection | Dropdown | Basic, Premium, Enterprise, Family, Student | Users can select their desired subscription plan. |
| Billing Cycle | Radio Button | Monthly, Annual | Users can choose between monthly or annual billing. |
| Additional Features | Checklist | Priority support, Full access to premium content, Ad-free experience, Dedicated account manager, Advanced analytics, Shared content libraries, Student community forums | Users can select additional features they want included in their plan. |
| Discount Code | Text Field | - | Users can enter a discount code if available. |
| Payment Method | Dropdown | Credit Card, PayPal | Users can choose their preferred payment method. |

1. Tailored plans

1. Tailored Plans

The project will involve creating tailored plans to meet the specific needs and requirements outlined by the client. These plans will be customized to address the unique goals and objectives of the project, ensuring that deliverables align with the desired outcomes. The process of developing tailored plans will include the following steps:

1. Initial Consultation: A detailed consultation will be conducted with the client to gather information on their preferences, objectives, and any specific requirements they may have for the project.

2. Needs Assessment: An in-depth needs assessment will be carried out to determine the scope of work, potential challenges, and opportunities for customization within the project.

3. Customization Options: Various customization options will be explored to tailor the plans according to the client's preferences, budget, and timeline.

4. Feedback and Revisions: The client will have the opportunity to provide feedback on the proposed tailored plans, and revisions will be made as necessary to ensure alignment with their expectations.

5. Finalization: Once the tailored plans have been approved by the client, they will be finalized and documented for implementation.

Form Structure:

|  |  |  |  |
| --- | --- | --- | --- |
| **User Input** | **Input Type** | **Options** | **Comments** |
| --------------------- | ------------- | ---------- | ----------------------------------------- |
| Client's Objectives | Text field | N/A | Briefly describe the project objectives |
| Budget | Numeric | N/A | Specify the allocated budget |
| Timeline | Date picker | N/A | Indicate the desired project timeline |
| Customization Needs | Checkbox | Multiple | Select customization options if required |
| Additional Comments | Text area | N/A | Provide any additional comments or notes |

d. Access to Exercises

d. Access to Exercises

This section outlines the access provisions for the exercises related to the project. Access to exercises will be provided based on the project requirements and timelines. The following points detail the terms and conditions related to accessing the exercises:

1. Exercise Access: Authorized project team members will be granted access to the exercise materials as per the project schedule. Access details will be communicated by the project manager or designated personnel responsible for training coordination.

2. Access Duration: Exercise access will be provided for the duration necessary to complete the prescribed activities as defined in the project plan. Any deviations from the access timeline must be communicated and approved by the project lead.

3. Access Restrictions: Exercise access is strictly limited to authorized project team members. Sharing access credentials or materials with unauthorized personnel is strictly prohibited and may result in disciplinary actions as per organizational policies.

4. Technical Requirements: Team members accessing the exercises must ensure that they meet the specified technical requirements outlined for the exercises. Any technical issues hindering exercise completion should be promptly reported to the project support team for resolution.

5. Compliance: By accessing the exercises, team members agree to comply with all instructions, guidelines, and policies specified for the completion of the exercises. Failure to adhere to these requirements may impact the evaluation of the team member's performance.

Form Structure:

|  |  |  |  |
| --- | --- | --- | --- |
| **User Input** | **Input Type** | **Options** | **Comments** |
| --------------------- | ------------ | ---------- | --------------------------------------------------------------- |
| Full Name | Text |  |  |
| Email Address | Email |  |  |
| Employee ID | Text |  |  |
| Department | Dropdown | IT, HR, Finance | Select the department from the options provided |
| Exercise Feedback | Textarea | Provide feedback or comments on the exercises |  |

1. Curated list

1. Curated list

The project requires the development of a curated list feature that allows users to create and manage personalized lists of items within the application. Users will have the ability to add, edit, and delete items from their curated lists, as well as share these lists with other users if desired.

Key deliverables for the curated list feature include:

- User interface design for creating and managing curated lists

- Backend functionality to store and retrieve curated list data

- Integration with existing user accounts for personalized experiences

- Sharing functionality to allow users to share their lists with others

The curated list feature will greatly enhance user engagement and satisfaction by providing a personalized experience tailored to individual preferences.

Form Structure:

|  |  |  |  |
| --- | --- | --- | --- |
| **User Input** | **Input Type** | **Options** | **Comments** |
| ------------------ | ------------ | --------- | ----------------------------------------------- |
| List Name | Text | Name to identify the curated list |  |
| Description | Textarea | Brief description of the curated list |  |
| Items | Multiselect | List of items | Items to be included in the curated list |
| Privacy Settings | Dropdown | Public, Private | Choose who can view the curated list |
| Share with Users | Email | User's email to share the curated list with |  |

e. Role Plays

e. Role Plays

Role plays are interactive simulations where individuals or groups act out scenarios to practice skills, rehearse for real-life situations, or enhance learning. In the context of this project, role plays will be utilized to facilitate training sessions, enhance team communication, and provide a hands-on approach to skills development.

The role plays will be structured based on predefined scenarios or scripts that align with the learning objectives or skills that need to be practiced. Participants will be assigned specific roles and given guidelines on how to act within the scenario. Facilitators will observe the role play sessions, provide feedback, and guide discussions to ensure that the desired outcomes are achieved.

Role plays can range from simple skill-based scenarios to complex, multi-party simulations that mirror real-world challenges. They are a valuable tool for building confidence, improving communication, fostering empathy, and promoting critical thinking among participants.

The success of role plays depends on clear objectives, well-defined scenarios, active participation, constructive feedback, and debriefing sessions to reflect on the experience and extract key learnings.

Form Structure:

|  |  |  |  |
| --- | --- | --- | --- |
| **User Input** | **Input Type** | **Options** | **Comments** |
| ------------------ | ------------ | --------- | ------------------ |
| Scenario Title | Text | Title of the role play scenario |  |
| Objective | Text | Learning objective for the role play |  |
| Roles Assigned | Text | List of roles assigned to participants |  |
| Scenario Script | Text Field | Detailed script for the role play |  |
| Facilitator Notes | Text Field | Additional notes for the facilitator to guide the role play |  |

1. AI chatbot patients

1. AI Chatbot for Patients

Objective:

The objective of this project is to develop an Artificial Intelligence (AI) chatbot system specifically designed to assist patients in accessing healthcare information, scheduling appointments, and obtaining medical assistance in a timely and efficient manner.

Scope of Work:

1. The AI chatbot will be integrated into the existing healthcare system to provide 24/7 support to patients.

2. It will be capable of understanding natural language queries and responding with accurate and helpful information.

3. The chatbot will assist patients in scheduling appointments with healthcare providers based on availability and urgency.

4. It will provide information on common medical conditions, symptoms, and general healthcare advice.

Deliverables:

1. Fully functional AI chatbot system integrated into the healthcare platform.

2. User manual and training materials for both patients and healthcare staff.

3. Testing and validation reports to ensure the accuracy and efficiency of the chatbot.

Timeline:

The project is expected to be completed within 6 months from the start date, with regular updates and progress reports provided to the stakeholders.

Budget:

The total budget allocated for this project is $X, including all development, testing, and implementation costs.

Form Structure:

|  |  |  |  |
| --- | --- | --- | --- |
| **User Input** | **Input Type** | **Options** | **Comments** |
| --------------------- | --------------- | ---------------- | ------------------------------------------------ |
| Patient's Name | Text |  |  |
| Patient's Age | Number |  |  |
| Medical Condition | Dropdown | List of options | Specify various medical conditions |
| Preferred Language | Radio Buttons | English, Spanish, French | Choose patient's preferred language |
| Appointment Date | Date | Select desired appointment date |  |

f. Roles Switching

## **Roles Switching**

In situations where roles within the project need to be switched or reassigned, the following process will be followed:

1. Request for Role Switch: The team member desiring a role switch will submit a formal request to the project manager outlining the reasons for the switch and proposing a suitable replacement.

2. Evaluation: The project manager will evaluate the request considering factors such as impact on project timeline, team dynamics, and availability of suitable replacements.

3. Approval: If the role switch is deemed necessary and feasible, the project manager will approve the request and initiate the necessary changes in team assignments.

4. Communication: Once the role switch is approved, all stakeholders affected by the change will be duly informed to ensure a smooth transition.

5. Transition Period: A transition period will be provided to allow the team members involved to hand over responsibilities, knowledge, and any necessary documentation to the new role holder.

Form Structure:

|  |  |  |  |
| --- | --- | --- | --- |
| **User Input** | **Input Type** | **Options** | **Comments** |
| ------------------ | ------------ | --------- | ----------------------- |
| Name | Text | Name of team member |  |
| Current Role | Dropdown | List of current roles in the project | Select the current role of the team member |
| Desired Role | Dropdown | List of available roles within the project | Select the desired role for switch |
| Reason for Switch | Text area | Provide rationale for role switch |  |
| Proposed Replacement | Text | Name of the proposed replacement |  |
| Transition Plan | File Upload | Attach any transition plan or documents |  |

1. Client and supervisor

1. Client and Supervisor

This section outlines the roles and responsibilities of the client and supervisor involved in the project. The client, represented by the individual or organization requesting the service, will provide input, feedback, approvals, and resources necessary for the successful completion of the project. The supervisor, typically the project manager or designated point of contact on the service provider's side, will oversee the project, coordinate activities, and ensure adherence to timelines and quality standards.

The client is expected to:

- Define project requirements and objectives clearly.

- Provide access to necessary resources and information.

- Review and provide feedback on deliverables in a timely manner.

- Approve milestones and final project outputs.

- Communicate any changes or concerns promptly.

The supervisor will:

- Manage project activities and resources.

- Coordinate communication between the client and project team.

- Monitor project progress and address any issues that may arise.

- Ensure that the project stays within budget and timeline constraints.

- Facilitate knowledge transfer and project closure.

Form Structure:

|  |  |  |  |
| --- | --- | --- | --- |
| **User Input** | **Input Type** | **Options** | **Comments** |
| --------------------- | ------------ | ----------------- | ---------------------------------------- |
| Client Name | Text | N/A | Name of the individual or organization |
| Client Contact Info | Text | N/A | Phone number, email address, etc. |
| Project Objectives | Text area | N/A | Detailed description of project goals |
| Supervisor Name | Text | N/A | Name of the project manager or lead |
| Supervisor Contact | Text | N/A | Phone number, email address, etc. |

g. Communication Modes

g. Communication Modes

The communication modes for this project will encompass various channels to ensure effective information dissemination and interaction among team members, stakeholders, and clients. Key communication modes to be utilized include:

1. Email Communication: Official project updates, status reports, and important announcements will be communicated via email to all relevant parties. Email will serve as the primary mode of communication for asynchronous exchanges.

2. Meetings and Conferences: Regular team meetings, client meetings, and project review conferences will be conducted through audio or video conferencing platforms. These meetings will facilitate real-time discussions, decision-making, and collaboration.

3. Instant Messaging: For quick queries, immediate notifications, and informal communication, instant messaging platforms such as Slack or Microsoft Teams will be used. Team members can reach out to each other promptly through these channels.

4. Project Management Tool: The project management tool selected for this project will serve as a centralized platform for communication, task assignments, document sharing, and tracking project progress. All project-related communication will be recorded within the tool for future reference.

5. Phone Calls: In cases where a more personal or urgent form of communication is required, phone calls will be used. This mode allows for direct verbal interaction and can help in resolving critical issues efficiently.

Form Structure:

|  |  |  |  |
| --- | --- | --- | --- |
| **User Input** | **Input Type** | **Options** | **Comments** |
| ------------------- | ------------ | ------------------------------------------------------------------------------- | ------------------------------------------- |
| Preferred Email | Text | N/A | Specify the primary email for communication |
| Video Conference | Checkbox | Zoom, Microsoft Teams, WebEx | Select preferred video conferencing platforms |
| Instant Messaging | Dropdown | Slack, Microsoft Teams, Discord | Choose the preferred instant messaging tool |
| Phone Number | Text | N/A | Provide a contact number for quick calls |
| Communication Tool Access | Radio buttons | Project Management Tool, Email, Both | Select preferred modes of communication access |

1. Voice and text

Statement of Work

Project: [Project Name]

Client: [Client Name]

Vendor: [Vendor Name]

Date: [Date]

1. Voice and Text

The Voice and Text component of this project encompasses the integration and functionality related to both spoken commands as well as textual input. This includes features such as speech-to-text conversion, text-to-speech synthesis, natural language processing, and interactive voice response systems. The goal is to create a seamless user experience that allows users to interact with the system effectively using voice commands and text input.

Key Deliverables:

- Integration of speech recognition technology for accurate transcription of spoken commands.

- Implementation of text-to-speech capabilities for providing auditory feedback to users.

- Development of a robust natural language processing system for understanding and interpreting user input.

- Deployment of an interactive voice response system to facilitate automated interactions with users.

Timeline:

- Voice and Text integration phase: [Start Date] to [End Date]

- Testing and Feedback phase: [Start Date] to [End Date]

- Final Deployment: [Start Date]

Budget:

The budget for the Voice and Text component is estimated at [Budget Amount]. Any deviations from this estimate will be communicated and approved by both parties prior to implementation.

Form Structure:

|  |  |  |  |
| --- | --- | --- | --- |
| **User Input** | **Input Type** | **Options** | **Comments** |
| ------------------- | ----------------- | --------------- | -------------------- |
| Spoken Command | Text | N/A |  |
| Text Input | Text | N/A |  |
| Voice Preferences | Dropdown | Male, Female |  |
| Language Selection | Dropdown | English, Spanish, French |  |
| Speech Rate | Slider | Slow to Fast |  |

This table outlines various user input fields related to the Voice and Text component of the project. These fields will be utilized to customize and enhance the user interaction experience.

By signing below, both parties acknowledge and agree to the terms and deliverables outlined in this Statement of Work.

Client Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_

Vendor Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_

End of Statement of Work document.

h. Progress Tracking

h. Progress Tracking

Progress tracking is a crucial aspect of monitoring and controlling project activities to ensure that timelines and milestones are being met effectively. The progress tracking system will allow stakeholders to have visibility into the status of tasks and deliverables. Key features of the progress tracking process include:

1. Components of Tracking:

- Establishing clear metrics and Key Performance Indicators (KPIs) to measure progress.

- Regular updates and reporting on completion status.

- Issue identification and resolution for potential roadblocks.

2. Tools for Progress Tracking:

- Utilizing project management software to input and track progress data.

- Generating automated reports to provide insights into the project's status.

- Implementing visual aids such as Gantt charts or dashboards for better comprehension.

3. Responsibilities:

- Assigning responsible individuals to update progress milestones.

- Ensuring accurate and timely input of progress data.

- Reviewing and analyzing progress reports to make informed decisions.

4. Communication:

- Conducting regular meetings to discuss progress updates.

- Notifying stakeholders of any delays or issues impacting the project timeline.

- Providing transparency through open communication channels.

5. Continuous Improvement:

- Evaluating the effectiveness of the progress tracking system.

- Making adjustments based on feedback and lessons learned.

- Implementing best practices to enhance future project tracking processes.

Form Structure:

|  |  |  |  |
| --- | --- | --- | --- |
| **User Input** | **Input Type** | **Options** | **Comments** |
| ---------------- | --------------- | ---------------------- | ----------------------------------------- |
| Task Name | Text | Required field |  |
| Status | Dropdown | In progress, Completed, On hold | Select current status |
| % Completion | Number | Enter the percentage of completion |  |
| Start Date | Date | Enter the start date |  |
| End Date | Date | Enter the estimated end date |  |

1. Scores from ChatGPT supervisors

1. Scores from ChatGPT supervisors

In the context of the project, scores from ChatGPT supervisors refer to the evaluations and feedback provided by human supervisors who oversee the performance of ChatGPT models in generating responses. These scores are crucial in assessing the quality, accuracy, and effectiveness of the AI model's outputs.

The supervisors evaluate various aspects of the ChatGPT responses, including coherence, relevance, accuracy, language proficiency, and overall effectiveness in engaging users or addressing queries. The scores can range from numerical ratings to qualitative feedback, highlighting strengths and areas for improvement.

To ensure consistency and reliability in the evaluation process, supervisors utilize predetermined scoring criteria or rubrics tailored to the specific objectives of the project. Feedback is typically shared with the development team to facilitate continuous improvement and refinement of the ChatGPT model.

Form Structure:

|  |  |  |  |
| --- | --- | --- | --- |
| **User Input** | **Input Type** | **Options** | **Comments** |
| ------------------------- | --------------- | --------------- | ---------------------------------------- |
| Response coherence | Numerical | 1-10 | Rate the coherence of the response |
| Relevance to query | Select | Relevant, Irrelevant, Partially Relevant | Select the relevance of the response to the query |
| Language proficiency | Text | N/A | Provide comments on language proficiency |
| Engagement level | Numerical | 1-5 | Rate the level of user engagement |
| Areas for improvement | Text | N/A | List areas where improvements are needed |

i. Feedback Mechanism

Feedback Mechanism:

The Feedback Mechanism section of this Statement of Work outlines the process through which stakeholders and users can provide input, comments, and suggestions on the project deliverables and progress. The primary objective of establishing a feedback mechanism is to ensure continuous improvement, transparency, and effective communication throughout the project lifecycle.

Key Components of the Feedback Mechanism:

1. Channels for Feedback: The project team will establish multiple channels for collecting feedback, including but not limited to in-person meetings, email, online forms, and scheduled feedback sessions.

2. Feedback Collection Process: Feedback will be collected on a regular basis as per the predefined schedule. All feedback received will be documented, reviewed, and categorized based on relevance and impact on the project.

3. Feedback Analysis: The project team will analyze all feedback received to identify common themes, areas for improvement, and actionable insights. Feedback analysis will be conducted collaboratively to ensure comprehensive understanding and appropriate response.

4. Escalation Process: In case of critical feedback or unresolved issues, an escalation process will be in place to ensure timely resolution and prevent project delays or setbacks.

5. Feedback Documentation: A comprehensive feedback log will be maintained to track all feedback received, actions taken, and resolutions implemented. This log will be regularly updated and shared with relevant stakeholders.

Form Structure:

|  |  |  |  |
| --- | --- | --- | --- |
| **User Input** | **Input Type** | **Options** | **Comments** |
| ------------------- | ------------ | --------------------------------------------- | --------------------------------------- |
| Feedback Category | Dropdown | UI/UX, Functionality, Performance, Others | Select the category of feedback |
| Feedback Details | Textarea | - | Provide detailed feedback here |
| Attachment | File Upload | - | Attach relevant files (if applicable) |
| Feedback Priority | Radio | High, Medium, Low | Indicate the priority of feedback |
| Feedback Source | Checkbox | User Survey, Meeting, Email, Other | Select the source of feedback |

This feedback mechanism aims to foster a culture of open communication, collaboration, and continuous improvement throughout the project duration. All stakeholders are encouraged to actively participate in providing feedback to ensure the successful delivery of the project objectives.

1. Contribution of valuable feedback

Contribution of Valuable Feedback

The client acknowledges the importance of receiving valuable feedback from all stakeholders involved in the project. This includes feedback related to project progress, deliverables, communication, and any other relevant aspects of the project.

The feedback provided by stakeholders will be considered integral to the project's success and will be utilized by the project team to make necessary adjustments, improvements, and decisions throughout the project lifecycle. The feedback will also serve as a tool for continuous improvement and ensuring alignment with project goals and objectives.

The client encourages open and honest feedback from all parties involved and values diverse perspectives to ensure a well-rounded evaluation of the project's progress and outcomes.

Form Structure:

|  |  |  |  |
| --- | --- | --- | --- |
| **User Input** | **Input Type** | **Options** | **Comments** |
| ----------------- | -------------- | --------- | ---------- |
| Stakeholder Name | Text |  |  |
| Feedback Type | Dropdown | General, Specific, Other |  |
| Feedback Date | Date |  |  |
| Feedback Description | Textarea |  |  |
| Impact on Project | Radio Button | Positive, Negative, Neutral |  |

j. Additional Features

### **j. Additional Features**

The project may include the implementation of additional features based on client requirements and project scope. These features can enhance the overall functionality of the deliverables and improve user experience. Some of the potential additional features that may be considered are:

1. Enhanced Security Measures: Implementing additional security layers such as two-factor authentication or encryption to safeguard user data.

2. Integration with External APIs: Connecting the system with third-party applications or APIs to extend functionality and access external services.

3. Custom Reporting Tools: Developing custom reporting tools to provide in-depth analytics and insights for better decision-making.

4. User Permissions and Role Management: Setting up specific user roles with varying levels of access permissions to ensure data confidentiality and system security.

5. Automated Notifications: Implementing automated email or in-app notifications to keep users updated on system events or important updates.

6. Social Media Integration: Enabling users to share content or data through social media platforms for increased visibility and engagement.

Form Structure:

|  |  |  |  |
| --- | --- | --- | --- |
| **User Input** | **Input Type** | **Options** | **Comments** |
| ------------------------- | -------------- | ----------- | ------------------------------ |
| Security Enhancements | Checkbox | Yes/No | Specify desired enhancements |
| External APIs Integration | Text field | List desired APIs |  |
| Custom Report Preferences | Dropdown | Monthly/Weekly/Daily | Select reporting frequency |
| User Roles Configuration | Checkbox | Admin/User/Guest | Select applicable roles |
| Notification Preferences | Radio Buttons | Email/In-App Notification | Choose preferred notification method |

Incorporating these additional features will require close collaboration between the project team, stakeholders, and end-users to ensure alignment with project goals and user needs. Further discussions and analysis will be conducted to prioritize and finalize the implementation of these features based on available resources and project timelines.

1. Exporting conversations

1. Exporting Conversations

The task of exporting conversations involves creating a functionality within the platform that allows users to download their chat history or communication threads for archival or reporting purposes. When a user initiates the conversation export process, the system should gather the relevant data based on the specified parameters and generate a downloadable file in a common format such as CSV, PDF, or JSON.

Key deliverables for this task include:

- Designing and implementing an intuitive user interface for initiating conversation exports.

- Developing backend processes to retrieve and compile conversation data accurately.

- Ensuring the security and privacy of exported conversations by applying appropriate access controls and encryption methods.

The exporting conversations feature should support various filtering options such as date ranges, specific conversation participants, or keywords to narrow down the exported content. Additionally, the system should provide status notifications to users indicating the progress of the export process and notify them upon completion with a download link.

Form Structure:

|  |
| --- |
| **\*\*** |
|  |
| User Input |
| --------------------- |
| Conversation Type |
| Date Range |
| Participants |
| Export Format |
| Include Attachments |
|  |
| \*\* |

2. Roleplays with ChatGPT supervisors

2. Roleplays with ChatGPT Supervisors

Objective:

The primary objective of the roleplays with ChatGPT supervisors is to provide an interactive learning experience for the participants. These roleplays are designed to simulate real-world scenarios where the participants can practice their communication, problem-solving, and decision-making skills with the guidance of ChatGPT supervisors.

Scope of Work:

- Participants will engage in structured roleplay scenarios facilitated by ChatGPT supervisors.

- Scenarios will be tailored to specific learning objectives and may include customer service interactions, negotiation exercises, conflict resolution simulations, and more.

- Participants will receive feedback and guidance from ChatGPT supervisors to improve their performance and skills during the roleplays.

- Roleplays may be conducted individually or in groups, depending on the requirements of the program.

Deliverables:

- Detailed scenario outlines for each roleplay session.

- Feedback reports highlighting participants' strengths and areas for improvement.

- Completion certificates for participants who successfully complete the roleplay sessions.

Timeline:

The roleplays with ChatGPT supervisors will be conducted according to the agreed schedule, with each session typically lasting [duration] and occurring [frequency] per [week/month].

Form Structure:

|  |  |  |  |
| --- | --- | --- | --- |
| **\*\*User Input\*\*** | **\*\*Input Type\*\*** | **\*\*Options\*\*** | **\*\*Comments\*\*** |
| ----------------------------- | ----------------- | ---------------- | --------------------------------------------------------------------- |
| Participant's Name | Text Field | N/A |  |
| Participant's Email Address | Email Field | N/A |  |
| Preferred Roleplay Scenario | Dropdown Menu | [List of scenarios] | Participants can select the scenario they want to practice. |
| Session Date and Time | Date and Time | N/A |  |
| Additional Comments/Requests | Text Area | N/A | Participants can provide any specific requests or information. |

This table outlines the form fields that participants will need to fill out to register for the roleplay sessions. Each form field is designed to collect essential information to facilitate a smooth and personalized roleplay experience.

3. Profile management

3. Profile Management

The profile management section of this project involves setting up and maintaining user profiles within the system. This includes:

- Creation of user profiles with necessary information such as name, email address, and contact details.

- Editing and updating existing profiles as needed.

- User authentication and access control to ensure data security and privacy.

- Customization options for users to personalize their profiles with additional information or preferences.

Additionally, the profile management system will include features for administrators to oversee and manage user profiles effectively. This may involve permissions management, user role assignments, and audit trails for profile changes.

Form Structure:

|  |  |  |  |
| --- | --- | --- | --- |
| **User Input** | **Input Type** | **Options** | **Comments** |
| -------------------- | --------------- | -------------------- | ----------------------------------------- |
| Full Name | Text |  |  |
| Email Address | Email |  |  |
| Contact Number | Number |  |  |
| Address | Text |  |  |
| Profile Picture | File Upload | Allow users to upload a profile image |  |
| Date of Birth | Date |  |  |
| Bio | Text | Short user bio |  |

3. Conclusion

3. Conclusion

In conclusion, the successful completion of the project outlined in this Statement of Work (SOW) will require close collaboration between the stakeholders, project team, and all involved parties. By adhering to the milestones and deliverables as detailed in this document, we aim to achieve the project goals within the specified timeline and budget.

Through effective communication, continuous monitoring of progress, and timely issue resolution, we are confident that the project will be executed smoothly, and the desired outcomes will be achieved. It's imperative that all parties involved stay committed to their roles and responsibilities to ensure the success of the project.

We appreciate the opportunity to work on this project and are dedicated to delivering high-quality results that meet or exceed the expectations set forth in this SOW.

Form Structure:

|  |  |  |  |
| --- | --- | --- | --- |
| **User Input** | **Input Type** | **Options** | **Comments** |
| ----------------------- | -------------- | -------------- | ---------------------------- |
| Project Feedback | Text | N/A | Any additional feedback? |
| Stakeholder Approval | Checkbox | Approved<br>Not Approved | Confirm stakeholder approval |
| Project Rating | Dropdown | Excellent<br>Good<br>Average<br>Below Average<br>Poor | Rate the overall project |