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| *Project Voice Bot* – **Scope Statement** |
| Project Sponsor: ABC Bank  Project Manager/ Engineering Manager: MK  Target Kick-Off Date: 10-April-2023  Target Completion Date: 5-July-2023 |
| **Project Goal**: *Develop a conversational voice bot that will* answer both informational ( Example: What is the routing number/IFSC Code?) and transactional( Example: What is my balance?) customer requests. If the voice bot is unable to answer, voice bot should transfer the call to a call center queue. |
| **Scope Description**: Set up a conversational voice bot for the customer support number (800-123-4567 ( <tel:8001234567> ).   * Once it is set up, any bank customer who calls will get a prompt directly from the voice bot and it will fully replace the IVR menu (like press 1 and press 2, etc) . * If the voice bot is unable to answer, let's say it will forward the call to a call centre queue /human agent. |
| **Deliverables**:  *Requirements gathering*  *Define the scope of the project*  *Identify the key features of the bot*  *Determine the requirements for voice response functionality*  *Design*  *Develop a flowchart outlining the user journey*  *Design the user interface for the bot*  *Develop the conversation script for voice response functionality*  *Development*  *Implement the UI design for the bot*  *Develop voice response functionality using the selected technologies*  *Implement unit testing to ensure the bot works as intended*  *Deployment*  *Deploy the bot to a cloud hosting provider*  *Set up the necessary authentication and security measures*  *Testing and Refinement*  *Test the bot for functionality and usability*  *Gather feedback and make necessary changes*  *Perform user acceptance testing* |
| **Challenges / Constraints:** *Cyber security*  *Customer Voice Profiling*  *Customer Data Security* |
| **Acceptance criteria**: *Voice bot address customer requests related* informational ( Example: What is the routing number/IFSC Code?) and transactional( Example: What is my balance?) customer requests*, call centre service. [More To be updated post Kick-off meeting]* |
| **Assumptions**: *Initial implementation covers – card service, fund transfer, user profile service, call centre service.*  Use available Cloud Infrastructures  Use Open-Source SDKs/APIS  *Integrate ChatGPT into the bot [Future-Scope]*  *Technologies Stack:*  *Node.js*  *Twilio API*  *Microsoft Bot Builder SDKs*  *LUIS*  *python speech recognition*  *python pyttsx*  *python pyaudio* |