

## SCOPE STATEMENT

**Project Name:** Project Nova: AI-Powered Customer Support Chatbot

**Project ID:** 5

**Version:** 1.0

**Date:** 02/08/2025

**Prepared by:** Srikanth G (Project Manager)

---

### Purpose

The purpose of Project Nova is to design, develop, and deploy an intelligent, AI-powered chatbot to automate and enhance customer support operations on our digital platform. This chatbot will reduce human dependency, respond to frequently asked queries, and provide a seamless user experience by leveraging agentic AI.

---

### Scope Description

Project Nova involves the implementation of a local, autonomous chatbot system built using the **Autogen framework** and **agentic AI principles**, deployed on **internally hosted MCP servers**, and integrated with a **PostgreSQL** backend for storing conversation history and analytics. The LLM powering the chatbot will be hosted **locally using Ollama** to reduce external dependencies and recurring cloud costs.

The chatbot will be accessible on the company's existing web interface and will respond to user queries based on pre-defined intents and trained workflows. All infrastructure, AI frameworks, and software tools will be provisioned in alignment with the project's resource and budget constraints.

---

## **Deliverables**

- A fully functional, integrated AI-powered chatbot on the company platform
  - Locally hosted MCP server setup and Ollama-based LLM configuration
  - PostgreSQL database system for storing logs and metrics
  - Web interface integration with the chatbot (frontend and backend)
  - Design assets and conversation flow diagrams (via Figma)
  - User and admin documentation (setup, usage, and maintenance)
  - Training guide for internal customer support team
- 

## **Out of Scope**

- Multilingual support
  - Social media or voice channel integrations
  - Cloud-based hosting of AI models or data
- 

## **Assumptions**

- All development and deployment will be conducted in-house using a 7–8 member team
  - The AI model will be deployed entirely on-premise with no recurring external API costs
  - Core team members and client stakeholders will be available for sprint demos and UAT
  - Sufficient hardware and GPU capacity is provisioned before model deployment begins
-

## Constraints

- Total project budget limited to **₹3.4 Lakhs** over a **3-month period**
- Manpower constraint: Team is capped at **7–8 members**
- Timeline constraint: Entire project must be completed within **3 months**
- All tools and frameworks used must be compatible with local deployment (no vendor lock-in)