Status Report: AI-Enhanced Call Center Application Development

Project Overview

The project aims to integrate AI capabilities into our existing call center support application to reduce time to resolution for support cases. By leveraging generative AI solutions, we expect to increase customer satisfaction and enhance the working environment for call center agents. The project is currently in its final phase, with an emphasis on quality assurance and defect resolution.

Current Status

- The project is experiencing challenges with defect burndown, as several critical bugs were identified during the latest testing cycle.
- The new feature for automated ticket classification is not functioning as expected, leading to increased manual intervention for support agents.
- Collaboration between developers and data scientists is ongoing, but some communication breakdowns have delayed problem resolution.
- Progress on documentation for the AI features is lagging behind schedule, which could impact future training for support staff.

Issues and Risks

- **Defect Burndown Challenges**: There are currently 15 critical bugs and 25 high-priority defects that need addressing before the final release. The team's velocity is not meeting expectations.
- **New Feature Malfunction**: The automated ticket classification feature consistently misclassifies cases, resulting in a 40% rate of manual corrections. Investigation into the training data and model performance is urgent.
- **Team Communication**: Lack of clarity on responsibilities between developers and data scientists has resulted in duplicated efforts and unresolved dependencies.
- **Documentation Deficits**: Insufficient documentation on the AI algorithms and their integration may lead to training challenges for the call center agents post-launch.

Next Steps

- **Bug Fixing Sprint**: Initiate an intensive bug-fixing sprint to address critical and high-priority defects within the next 48 hours.
- **Focus Group Calibration**: Assemble a focus group of call center agents to gather feedback on the automated ticket classification feature and iterate on improvements based on their insights.
- **Daily Stand-ups**: Implement short daily stand-up meetings between developers and data scientists to streamline communication and clarify tasks.
- **Documentation Review**: Assign team members to expedite the documentation process, ensuring comprehensive support material is ready for launch.

Ensuring these next steps are executed effectively is crucial to mitigate current challenges and maintain project timelines.