

**SCOPE DOCUMENT**

**PROJECT NAME – Call Center Enhancements**

**DOCUMENT VERSION – 0.01**

**02-JAN-2020**

**DOCUMENT HISTORY**

|  |  |  |  |
| --- | --- | --- | --- |
| **Date** | **Version** | **Document Revision Description** | **Document Author** |
| 02-Oct-19 | 0.01 | Draft version | Ananthi B |

**Table of Contents**

[1. Introduction and Overview 4](#_Toc28868247)

[1.1 Purpose Of the document 4](#_Toc28868248)

[1.2 Project Scope 4](#_Toc28868249)

[1.3 Customer Feedback Application 5](#_Toc28868250)

[1.4 Feedback Admin Application Requirements 6](#_Toc28868251)

[1.5 Reporting Requirements 7](#_Toc28868252)

[1.6 Reporting Requirements 8](#_Toc28868253)

[1.7 Outbound Solution 8](#_Toc28868254)

[2. Pre-requisites 9](#_Toc28868255)

[2.1 General Prerequisites: 10](#_Toc28868256)

# Introduction and Overview

This document explains the detailed requirements about the Call Center Enhancements that will be developed for Sharjah Municipality.

## Purpose Of the document

This Requirements Specification Document is a document that provides detailed information on *how* the system solution will function and the requested behavior. This document is created based on the high-level requirements identified in the Scope of work document and the detailed discussions that was held with the business and technical team.

## Project Scope

Below are the list of features that will be covered in this application:

1. Outbound solution – campaign (preview dialing) will be configured for the abandoned call list that will be available in the SQL DB.
2. Survey IVR with max of 5 questions (both English and Arabic). This will be initiated by the agent. The agent will dial the survey number and transfer the call to the survey IVR.
3. Two custom reports for the survey response.

## Customer Feedback Application

When the agent handles the customer call, if the customer is willing to provide feedback / survey, then the agents would transfer the call to the survey / feedback IVR application.

* There will be one number for the English flow and one different number for the Arabic flow.
* Below call flow explains the survey IVR application.

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**Note:** The response will be logged in the SQL DB that will be provided by Sharjah Municipality team.

## Feedback Admin Application Requirements

**Maintain Survey Templates:** In this screen the system admin will be able to:

* Create the survey template – this is the screen in which the system admin will combine the parameters, attributes, questions to define the survey template. Also provide the weightage, what is the minimum and maximum score that can be provided for each question, and provide the phrase file name that will be passed to IVR to play the phrase.
* Edit and view the already defined survey templates.
* Create a duplicate of an existing template by using the SAVE AS feature that will be available in the EDIT screen.

**Map Survey Templates to Survey types:** In this screen the system admin will be able to map any one of the created templates to the survey types that was defined in the ‘Master value’ screen.

**View Mapped Survey Template:** In this screen the system admin will be able to view the template that is mapped to the survey type. They can also replace the existing mapped template with a new template.

## Reporting Requirements

The following reports would be customized for the feedback application and is available as part of the admin module to activate the questions

* Individual Question Based statistics
* Summary reports on the customer responses with date ranges.





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## Outbound Solution

The agent will have option to view the customer details and then initiate the dialing of the customer number.

The abandoned call list will be made available in the SQL DB and this will be taken as input for the outbound campaign.

# Pre-requisites

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **#** | **Component** | **vCPU** | **vRAM** | **vDisk** | **vNIC** |
|  | SQL DB server to store/Update the customer feedback in the survey IVR. | 4 (4390 MHZ) | 8 GB | 600 GB | 1 |

## General Prerequisites:

* NTP, DNS, AD, DHCP servers
* Access to Existing UCCX System
* Access to VM Client and other Cisco servers (UCCX, CUCM)