# RTT Scoping Document

This document will contain the first steps which build the base of every RTT project. It can be divided into Agent, Content and Technical discoveries.

Kick Off Notes:

* Ride service for healthcare
* Languages:
  + Spanish
  + Vietnamese
  + Arabic
  + Cantonese
  + Korean
  + Mandarin
  + Nepali
  + Romanian

|  |  |
| --- | --- |
| **Customer Name:** | Saferide |
| **Opportunity Name:** | RTT |
| **Opportunity Link in SFDC:** |  |

[**RTT Scoping Document 1**](#_cxcdn4s3zmjc)

[Parloa Team 2](#_3b8kxsuo0y92)

[**Agent discovery 2**](#_rfagyp6d46dx)

[Overall - Discovery 2](#_i6lz7dhij440)

[Agent training (general) 2](#_pxh1r69t10r0)

[**Content discovery 3**](#_pmrsjh6wke9h)

[**Use Case 3**](#_6fn9i6ivuzii)

[Vocabulary 4](#_y19euqoohc8t)

[**Technical discovery 4**](#_od4ky1ete6df)

[Current routing and agent setup 4](#_kq6olldgrmqh)

[Integration high level 4](#_4wlmlrrypvqm)

[Defining the IVR flow (Customer site) 5](#_dgneey3hvvw)

[Introduction message 5](#_95gu4c5c5o7o)

[Compliance, Reporting and KPIs 5](#_xvnb5z3n5sdp)

[**Walk through translation flow 6**](#_bypqfec89h4c)

[Service Packages from CX 7](#_3oif6o3bf5sr)

## 

## Parloa Team

|  |  |  |
| --- | --- | --- |
| M. | Account Executive |  |
| M. | Sales Engineer |  |
| O. | Solution Engineer |  |
| O. | Customer Success Manager |  |
| O. | CX Designer |  |

# **Agent discovery**

## Overall - Discovery

|  |  |  |
| --- | --- | --- |
| M. | Finding the right language pairs:  Which languages of the **caller** need to be translated?  What language(s) will the **agent** talk in?  (e.g. Caller: French → Agent: English  And what is the **priority** of the language pairs, which should be implemented first?  Spanish, Vietnamese, Arabic, Cantonese, Korean, Mandarin, Nepali, and Romanian, followed by Q&A. | Spanish (MX)  English (UK) |
| M. | Number of agents that will be using the solution, per language pair (and need additional training) | 5 (we might not use translate for Spanish/ pending client confirmation |
| M. | Generally speaking: which problem do we want to solve?  E.g. overflow, market expansion, outsourcing etc. | Market expansion |

## Agent training (general)

|  |  |  |
| --- | --- | --- |
| M. | Are the agents already trained on the use cases?  (*This influences the timeline, as general training would be required on top as well)* | Yes |
| M. | Are the agents already trained on the market specific processes? | Yes |
| M. | Are the agents already trained on the real-time translation product? | Yes |
| M. | Are there many country-specific topics/processes that require adaptation for the agent if serving customers from different countries?   * Is there an internal distinction between the markets and languages? (e.g. processes would usually be different between markets, the same language can be spoken in multiple markets) * How are foreign languages handled in the markets? | No |
| O. | What are the agent locations (different offices, different time zones)? | NIC(Day light Saving) PK(GMT+5) |
| O. | What is the current case resolution rate for trained agents on the same use cases/skill? | TBD |
| O. | What is the current average handling time for the same use cases/skill? | 7min or 720 sec(s) |

# **Content discovery**

## Use Case

| M. | Please list the overall use cases that will be in scope(e.g. claims, order updates etc.) | Booking Ride Appointment (Just like uber) |
| --- | --- | --- |
| M. | What are the steps for customer authentication? (e.g. reference number, name, address, birthdate etc.) | PII (First , Last Name) Sometimes Address, D.O.B  TBD on the system needs to be checked |
| M. | Are you able to share **transcripts** of real conversations between agents and customers for specific use cases?  (needed for [worksheet](https://docs.google.com/spreadsheets/d/1BBN7PU_jKeH3M6X-ED12NTVIb3Zd8a6Z4FbWAEf8yQk/edit?usp=sharing)) | no |
| M. | Are there agent guidelines or training material, which define responses for the agents for expected/recurring questions (e.g. welcome, farewell, customer authentication etc.)? | Yes |
| O. | Optional: If a detailed overview of the use cases is not available, what format would be best to gather these use cases from the agent’s feedback? (e.g. brainstorming session, workshop together with the agents, consolidation via miro board etc.) | Brainstorming sessions |

## Vocabulary

| M. | Recognition: in each relevant language   * company specific words (product, brands, industry jargon, …) * Phrase list (related to use cases), full sentences, short ones… | TBD"Contains wording that is specific to the customer, the industry, and/or the use case. Phrase Lists, also known as Speech-to-Text (STT) Hints, significantly enhance the recognition of specific words or phrases.  For example, they could be part of:  Emails: support@parloa.de  Customer emails (local domains etc. (if in any use case the caller is asked for the email)  Names (so that the name is always said correctly)  Product names  Industry jargon  Customer phrases  Common phrases  URLs  " |
| --- | --- | --- |
| M. | Translation: between language pairs   * Glossary: are there specific wording that needs to be translated in a certain way? * Are there specific wordings which should never be translated? | Overview of customer-specific wording for use cases, e.g., names of products, brands, or services. Here we need to know how each of these words would have to be translated for each language that the real-time translation will support (e.g. a product name in English might differ to the French version of this product name). This is about special translations, e.g. colors, product names, so the translation is tailored for the customer use cases and languages. We sort it in language pairs, with the base language coming first. e.g. beginning with English - German in the example. |

# Technical discovery

## Telephony

|  |  |  |
| --- | --- | --- |
| M. | Do you want to connect to Parloa via SIP or via PSTN? | SIP |
| M. | PSTN: What is the method of sending data back from RTT to your telephony system (e.g., rolling number, over dial digits, CLIP no screening)? | Need to find out -> |
| M. | SIP: Can your system establish a SIP connection over the internet (i.e. outside of the internal network - via your SBC for example)? | Yes |
| M. | SIP: Can your telephony system use an FQDN (fully-qualified domain name) in the To: header of the SIP invite? | Yes |
| M. | Can your telephony system originate and receive SIP connections? | Yes |
| M. | SIP: Is there a way to refer calls back to your system, either via:   * SIP-INVITE * SIP-REFER * API | SIP-REFER |
| O. | Is there any documentation/architectural chart for the telephony infrastructure you can share with Parloa? | Yes |
| O. | Do you want to use TLS for call encryption? | Yes |

## Current routing and agent setup

| M. | What contact center solution is used? | Nice |
| --- | --- | --- |
| O. | How are the markets and languages identified currently? | (e.g. 1 to 1 mapping, 1 phone number per market etc.) |

## Integration high level

Align on PSTN number routing

## Defining the IVR flow (Customer site)

| O. | Are IVR announcements needed? If yes, what is currently being said to the user at which point of the routing flow? (e 3dt.g. voice files / data needed?) | yes/no + |
| --- | --- | --- |
| O. | Do you currently record your calls? Will you be able to record the calls? If so could you provide access for troubleshooting purposes if needed?Is there a possibility to record the calls? (important for tech issue investigations and QA) | yes/no |
| O. | Is there an existing CSAT survey that is triggered after the call? | yes/no |
| O. | Will whitelisting be needed on your side for specific domains? | <https://augment.parloa.com/>  <https://auth.augment.parloa.com/>  [https://augment.parloa.com/](https://augment.parloa.com/#/ups)<<client name>> |

# **Service Packages from CX**

|  |  |  |
| --- | --- | --- |
| M. | What Service package(s) and/or Add Ons are needed? |  |
| M | Service/Add-On 1: | Price: |
| O | Service/Add-On 2: | Price: |
| O | Service/Add-On 3: | Price |
| O | Have any risks/red flags been identified |  |