AI CALL ASSIST

TELEGUIDE 360

Project Vision Document

Version 1.0

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Revision History

Revision	Date	Author	Reviewed By	Summary of Changes
1.0	18/09/2023	Alvaro, Kaarish, Amir, Ali, Samuel		Creating Vision DOc

Document Approval List

Version	Approved By	Signature	Date
1.o	Alvaro	Alvaro Aguirre Meza	01/10/23

Document Distribution List

Version	Name of the Receiver/Group	Date
1.0	Ashah	01/10/23

Table of Contents

1   Introduction

<Write an introduction of the Project Vision Document providing an overview of the entire document. >

In this day and age, where everyone has a phone, your restaurant always ends up being unable to answer all of the phone calls for your customers, leaving them with the impression of slow or bad customer service.

With our product, you will not have to worry about missing your customers phone calls for your restaurant, you will also be able to transcribe phone calls and be able to store them in a database for you and/or the restaurant's manager to review them and gather valuable data for future uses.

1.1   Purpose

<Specify the purpose of the Project Vision Document and why the organization would create this document.>

The purpose of this AI is to assist restaurant employees in receiving calls from customers. It will help customers place orders and give answers to any of their inquiries. Giving employees more time to focus on more important tasks.

1.2   Scope

<A brief description of scope>

The scope of AI Call Assist includes the conceptualization, creation, deployment, and continuing administration of a cutting-edge solution intended to revolutionize customer service and call handling procedures for restaurants and related enterprises. The following crucial features are provided by this solution using cutting-edge automation and artificial intelligence technologies:

1.2.1   In Scope
<Write areas in scope for this project>

Taking orders from customers

Answering any queries and questions about the restaurant.

Transcribe calls

1.2.2   Out of Scope
< Define the processes and system are not affected or influenced by this document >

It will not answer any questions that have nothing to do with the restaurant.

AI is not available on a website or app as a service . It will be call only as and the app be used for owners viewing analytics.

1.3   Definitions, Acronyms, and Abbreviations

<This subsection provides the definitions of all terms, acronyms, and abbreviations required to properly interpret the Project Vision document. This information may be provided by reference to the project's Glossary>

This section explains all of the terms and abbreviations that are being used in this document, for those who are unfamiliar with them. Not everybody who reads this document will understand all of the terms, so this section is helpful.

Term	Explanation
IVR	IVR, short for Interactive Voice Response, is an automated phone system that uses recorded messages or text-to-speech along with keypad input to interact with callers, enabling them to get and give information without speaking to a live agent.
EIA	Emotional Intelligence AI is an AI system that can recognize, understand, and respond to human emotions effectively. These AI systems are designed to analyze emotional cues such as facial expressions, tone of voice, and text sentiment, allowing them to gauge the emotional state of individuals. They can then use this information to provide appropriate responses, such as offering empathy or adjusting their interactions accordingly. This will make our technology more intuitive and supportive of customers' emotional needs when calling in.
CSE	Customer Support Enhancement, or CSE, is the name given to AI Call Assist's overall strategy for improving customer service in restaurants or others. It includes the AI Call Assist technology, which streamlines telephone-based customer interactions and guarantees timely and correct responses to client enquiries.
CHO	Call Handling Optimization, a crucial component of the AI Call Assist system is CHO. It refers to the method of effectively managing incoming calls to restaurants, which may include phone routing, automated answers, and reservation administration. CHO lessens the workload for restaurant personnel, enabling them to concentrate on duties that are more important.
CIA	Customer Interaction Automation (CIA), which automates customer interactions over the phone, is the main feature of AI Call Assist. This includes responding to inquiries, offering details, helping with reservations, and making sure that no client calls go unanswered. The CIA increases the effectiveness and satisfaction of customer service.

ADI	ADI, short for Analytics-driven Insights.The data-driven component of AI Call Assist is represented by ADI. To give restaurant owners and managers useful information, it entails gathering, analyzing, and using call data and client interactions. The trends in call volume, consumer preferences, commonly asked questions, and reservation patterns are a few examples of these insights. By enabling restaurants to make knowledgeable decisions about their operational and customer service initiatives, ADI eventually results in better service and greater efficiency.

1.4   References

<This subsection provides a complete list of all documents referenced elsewhere in the Project Vision. Identify each document by title, report number if applicable, date, and publishing organization. Specify the sources from which the references can be obtained. This information may be provided by reference to an appendix or to another document>

Reference File Name	Version	Description

This section also contains links to all other places that were referred to in this document. These may include:

- *Web sites*

- *URLs or network locations*

- *Research done for similar products*

Name	Link
Interactive Voice Response (IVR)	https://www.ibm.com/topics/interactive-voice-response
Emotional Intelligence AI (EIA)	https://blog.hubspot.com/service/artificial-intelligence-call-center
Customer Support Enhancement (CSE)	https://www.qualtrics.com/experience-management/customer/service-tips-skills/
Call Handling Optimization (CHO)	https://www.dialpad.com/blog/call-center-optimization/
Customer Interaction Automation (CIA)	https://www.qualtrics.com/experience-management/customer/customer-service-automatio

	n/#:~:text=Customer%20experience%20auto mation%20(CXA)%20is,rather%20than%20b y%20human%20agents.
Analytics-driven Insights (ADI)	https://www.analytixinsight.com/

2   Positioning

2.1   Business Opportunity

< Briefly describe the business opportunity being met by this project >

Customer Enhancements: Companies can use our AI to improve customer service by providing automated, yet personalized, responses to customer inquiries. This can reduce call center costs while maintaining customer satisfaction.

2.2   Problem Statement

< Provide a statement summarizing the problem being solved by this project. The following format may be used>

The Problem of	<Describe the problem> Busy nights in very crowded restaurants could cause workers to feel overwhelmed especially with phone calls coming in. It could put more stress on workers.
affects	<Who are the stakeholders affected by the problem>
the impact of which is	<what is the impact of the problem> The impact of the problem could cause more stress to workers.

| a successful solution would be | <list some key benefits of a successful solution>

- Enhanced customer service: AI Call Assist makes sure that calls from customers are swiftly and expertly answered, increasing customer satisfaction and loyalty.
- 24/7 Availability: The system is always available, allowing users to make appointments or request support at any time, even after regular business hours.
- Efficiency and Productivity: Restaurant workers may concentrate on more important responsibilities, such food preparation and in-person customer interaction, by automating routine queries and chores.
- Reduced Wait Times: Customers wait less time and receive responses more quickly, which can enhance customer retention and generate good word-of-mouth.
- Consistency: By delivering accurate and consistent information in accordance with restaurant laws and standards, the AI system lowers the possibility of mistakes or discrepancies in customer encounters. |

Table 1 Problem Statement

2.3 Product Position Statement

< A product position statement communicates the intent of the application and the importance of the project to all concerned personnel >

For	<target user> Restaurants seeking better and quicker customer service
Who	<statement of the need or opportunity> With our AI system, your restaurant can revolutionize customer interactions, driving growth and success in today's dynamic business environment.
The <product name>	TELEGUIDE 360
That	<statement of key benefit; that is, what is the compelling reason to buy>

Unlike	<primary competitive alternative> Unlike regular robotic phone systems who can only answer preset questions. Our AI will not only be able to answer questions from customers but it will also be able to place orders.
Our product	<statement of primary differentiation> Our product is able to create a less stressful work environment for restaurants.

Table 2 Product Position Statement

2.4 SWOT Analysis

<Reference: https://www.businessballs.com/strategy-innovation/swot-analysis/)

Strengths	Weaknesses
Handle a high volume of calls	Longer response if the inquiry is long
Subscription plan	may face challenges in understanding diverse languages, accents, and dialects, potentially leading to communication issues
Can operate round the opening hours of store	May face technical issues
Opportunities	Threats
enhance customer service by providing quick, consistent, and efficient responses to customer inquiries	Can't detect spam
The data collected can be used for market research, customer profiling, and improving business strategies.	Taking jobs from the market
	Some customers may prefer human interactions over AI,

3   Stakeholder and User Descriptions

< This section provides a profile of the stakeholders and users involved in the project, and the key problems that they perceive to be addressed by the proposed solution. It does not describe their specific requests or requirements as these are captured in a separate stakeholder requests artifact. Instead, it provides the background and justification for why the requirements are needed>

3.1   Stakeholder Summary

< There are a number of stakeholders with an interest in the development and not all of them are end users. Describe and list the project stakeholders>

Stakeholder Name	Represents	Role
<Name the stakeholder type >	< Briefly describe what the stakeholder represents with respect to the project >	< Briefly describe the role the stakeholder will play throughout the lifecycle of the project.>

Table 3 Stakeholder Summary

3.2   User Summary

< Present a summary list of all identified users of the system >

User Name	Description	Responsibilities	Stakeholder
Customers	Customers who engage with the AI Call Assist system when they make inquiries, reservations, or seek assistance by calling the restaurant.	Customers provide the information, and engage the inquiries.	[If the user is not directly represented, identify which stakeholder is responsible for representing the user's interest.]
Owners/Manager	Owners and managers play a critical role in overseeing and leveraging the AI Call Assist system for the benefit of their restaurant.	They are responsible for managing monitor performance and analyze the data information to assess customer service effectiveness.	

Table 4 User Summary

4   Stakeholder Requirements

< Categorize and list the requirements from the perspective of the business stakeholder and potential system users >

ID	Requirement	Stakeholder
1		
2		
3		
4		
5		
6		
7		
8		
9		

Table 5 Stakeholder Requirements

5   System Features

< List and briefly describe the system features. Features are the high-level capabilities of the system that are necessary to deliver benefits to the users. Avoid design. Keep feature descriptions at a general level. Focus on capabilities needed and why (not how)   they should be implemented >

ID	Feature	Stakeholder Requirement ID
1	User authentication system	1, 2, 3
2	Database management	2, 4, 9
3	Responsive design	1, 5
4	Multilingual support	6
5	Accessibility features	7
6	API integration	8
7	Scalability architecture	4
8	Real-time notifications	3
9	Data analytics and reporting	10

Table 6 System Features

6   Assumptions

<List all assumptions made about any of the content provided in this document. Assumptions should be applicable to the scope, desired solution, requirements, business process, and stakeholders >

- *Security Measures: It is assumed that appropriate security measures are in place to protect customer data, including encryption, access controls, and compliance with relevant data protection regulations.*
- *Stable Telecommunication: The IVR AI system relies on a stable and reliable telecommunication network to handle incoming and outgoing calls without disruptions.*
- *Call handling:The AI is assumed to pick up multiple calls at the same time.*

7   Constraints

<List any process constraints, external constraints or other dependencies >

process constraints:

- Testing and Training: Rigorous testing and ongoing training of the AI model are essential to ensure it can handle a wide range of customer inquiries effectively.

external constraints:

- Customer acceptance of AI-driven customer service may vary, so businesses must consider the preferences of their target audience.
- AI must be adapted to different languages, accents, and cultural sensitivities to ensure effective communication with diverse customer bases.

other dependencies:

- In some cases, employees may need to oversee or step in when IVR AI encounters complex or sensitive customer inquiries.