Project Plan
AI Call Assist

Industry Partner	Anjana Snah
Primary Instructor	Anjana Snah
Team Member	Kaarish Parameswaran
Team Member	Alvaro Aguirre Meza
Team Member	Samuel Ntambwe
Team Member	Ali Al Aoraebi
Team Member	Amir Yektajoo

Document Revision History

Revision #	Date
1.0	October 6, 2023
2.0	February 2, 2024

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1. Executive Summary

The following describes the project to be executed.

Objective	
	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.

Corporate Goals Addressed	- Revenue Growth
	   - Enhancement in cs leads to increase of sales and revenue for restaurants.
	- Customer Satisfaction
	   - Provides quick and accurate responses
	- Employee Satisfaction
	   - More manageable leading to higher job satisfaction
	- Competitive Advantage
	   - Provides a more efficient and customer-friendly experience.

Planned Start Date	18/09/2023
Planned End Date	29/03/2024

2. Project Approvers, Reviews and Distribution List

Approvers, reviewers and distribution list

Project Role	Name	E-mail	Date
Amir	Project Manager and Project Management	amirl.yektajoo@georgebrown.ca	February 4, 2024
Alvaro	Back-End Developer and Database	alvaro.meza@georgebrown.ca	February 4, 2024
Ali	Data Scientist and Data Analyst	ali@georgebrown.ca	February 4, 2024
Sam	UI Designer and User Experience	samuel.ntambwe@georgebrown.ca	February 4, 2024
Kaarish	Front-End Developer and Web Application	kaarish.parameswaran@georgebrown.ca	February 4, 2024

3. Scope

Define the sum total of all of its products and their requirements or features.

In Scope	Out of Scope
Taking orders from customers	It will not answer any questions that have nothing to do with the restaurant.
Answering any queries and questions about the restaurant.	AI is not available on a website or app as a service . It will be called only as and the app be used for owners viewing analytics.
Transcribe calls	
Feedback Mechanism	

4. Deliverables

This project will deliver the following.

Deliverable	Description
Efficient Call Handling:	IVR AI can efficiently handle a high volume of incoming calls, reducing the need for human agents to handle routine inquiries and tasks
Quick and consistent responses	IVR AI provides quick and consistent responses to customer inquiries, ensuring uniform service quality.
Language Adaptability	Communicate in multiple languages and adapt to various accents, catering to a diverse customer base.
Enhanced Customer Experience	Enhances the overall customer experience by providing efficient and helpful interactions, leading to higher customer satisfaction.

5. Assumptions

This project makes the following assumptions;

- 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

6. Dependencies

The following are the internal and external dependencies that will have to be acknowledged and addressed;

Internal dependencies:
- Human Oversight: In certain cases, IVR AI may require human agents to intervene or take over customer interactions when the AI encounters complex or sensitive inquiries.
- Telecom Infrastructure: Internal telecom infrastructure, including phone lines and call routing systems, must be properly configured and maintained to facilitate IVR AI's call handling.
- Content Development: IVR AI scripts, prompts, and responses need to be created and regularly updated by content creators, scriptwriters, and voice talent within the organization.

External dependencies:
- User Preferences and Expectations: The success of IVR AI depends on meeting user preferences and expectations. Understanding external factors that influence user behavior and satisfaction is essential.
- Regulatory Compliance: AI must adhere to external regulations and compliance standards, such as data privacy laws

7. Risk Management

Potential Risk	Severity (H/M/L)	Likelihood (H/M/L)	Management Strategy
Technical Failures	H	M	Regular system maintenance, redundancy, and a robust incident response plan to minimize downtime
Poor user experience	M	H	Continuous user testing and feedback, iterative design improvements, and user support channels to address issues promptly.
Data Security	H	M	: Implement strong encryption, access controls, regular security audits, and compliance with data protection regulations

8. Communication

Reporting

The following reports will be produced;

Report	Audience	Frequency
Updates on company strategy, major decisions, and progress towards strategic goals.	Board of Directors, Leadership Team	Quarterly

Updates on technology development, software integration, and system architecture.	Technology Team, CEO, COO	Monthly

Meetings

The following meetings/communication will be established;

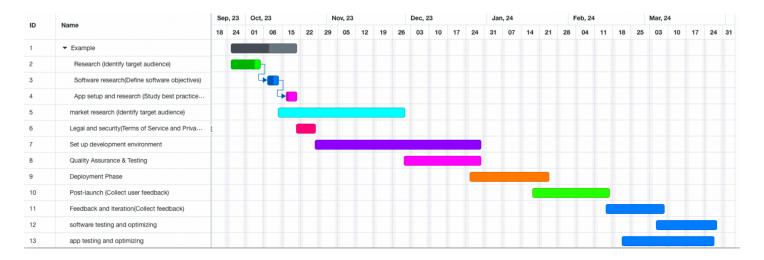| Meeting	Purpose	Attendees	Frequency
Leadership Team Meeting	Discuss overall company strategy, major decisions, and alignment with the mission and vision.	CEO, CTO, COO, CFO, CMO	Monthly
Technology Development Meeting	Review progress on technology development, software integration, and system architecture.	CTO, Technology Team	Weekly

9. Task Listing (WBS- Work Breakdown Structure)

The following resource proposal template summarizes the resource hours committed to this project, upon final approval of this document.

Reference	Tasks	Duration	Dependency
A - Project Initiation	Define project scope, objectives, and stakeholders.	2 weeks	None
B - System Design	Develop a detailed system design and architecture.	4 weeks	Task A
C - Software Development	Code and implement the automated answering system.	8 weeks	Task B
D - Testing and Quality Assurance	Test the system for accuracy and quality.	3 weeks	Task C
E - Deployment and Training	Deploy the system to restaurants and provide employee training.	2 Weeks	Task D

10. Gantt Chart

Create a <u>detailed Gantt Chart</u> from your Task Listing(Use any software tool and paste the image or upload as a separate file that can be opened as pdf/doc/xls)

ID	Name	Sep, 23	Oct, 23	Nov, 23	Dec, 23	Jan, 24	Feb, 24	Mar, 24
1	▼ Example							
2	Research (Identify target audience)							
3	Software research(Define software objectives)							
4	App setup and research (Study best practice…							
5	market research (Identify target audience)							
6	Legal and security(Terms of Service and Priva…							
7	Set up development environment							
8	Quality Assurance & Testing							
9	Deployment Phase							
10	Post-launch (Collect user feedback)							
11	Feedback and Iteration(Collect feedback)							
12	software testing and optimizing							
13	app testing and optimizing							

11. Milestones

Major Activity or Milestone	Estimated Milestone Target date	Owner/Reviewer Team Members
Project Initiation Completed	October 30, 2023	Project Manager
System Design Finalized	November 20, 2023	Front-End and Back-End Developer
Software Development Phase Complete	December 22, 2023	Development Team

12. RAM – Responsibility Assignment Matrix

Create a RAM from your Task Listing. A sample is shown below:

Project Name: AI Call Assist
Project Manager: Anjana Snah

Task	Alvaro	Kaarish	Ali	Sam	Amir
Project Initiation	P	S	S		
System Design			S	P	
Software Development	S	P			
Testing and Quality Assurance			P	S	
Deployment and Training		P		S	P

Project Team Responsibilities

Project Name: New Package Installation
Project Manager: Al Q. Hall

Task	John	Frank	Linda	Jean	Larry
Assess Requirements	P	S	S		
Design Business System			S	P	
Modify Purchased Package	S	P			
Modify In-House Procedures			P	S	
Testing	S				P
Implement New Package		P		S	
Train Staff		S		S	P

P = Primary S = Secondary

13. Approval

The signatures below indicate their approval of the contents of this document.

Project Role	Name	Signature	Date
Project Manager and Project Management	Amir	Amir	February 4, 2024
Back-End Developer and Database	Alvaro	Alvaro	February 4, 2024
Data Scientist and Data Analyst	Ali	Ali	February 4, 2024

UI Designer and User Experience	Sam	Samuel	February 4, 2024
Front-End Developer and Web Application	Kaarish	Kaarish	February 4, 2024