Project Summary Template

This document is intended to provide a summary understanding of the high-level vision of your project goals

Company Name	AI Call Assist
Company Address	Toronto, Canada
Company Website	http://aicallassist.com
Telephone	647-894-5131
Contact	Amir Yekta
Title	Founder & CEO
Email	info@aicallassist.com
Project Title	AI Call Assist Enhancement Project
Project Description	**About the company:** The company assists businesses in providing 100% accurate customer support through an automated answering system. **About the project:** The company helps restaurants with their customer support through phone assistance by integrating a software to the restaurants phone number. When a customer calls the restaurant the system answers their call and answers all their questions and concerns and assists them with reservations and more. The software makes sure no calls go unanswered and that there is more time for employees to focus on more important tasks rather than worry about answering calls.

Problem/ **Opportunity Assessment ***	*Please describe the current state problem/opportunity that describes the nature and extent of the problem (factual, quantified, concise), or that outlines a chance for advancement or progress.*

Problems	Solution
1. Missed calls during peak hours lead to lost reservations and potential revenue.	1. Ensure every call is attended to, even during your busiest hours, with immediate AI responses, capturing every potential reservation and boosting your revenue.
2. Time-consuming manual processes for managing bookings, inquiries, and special requests.	2. Streamline reservations and efficiently handle inquiries with our advanced AI system. From booking specifics to special dining requests, manage everything without human intervention
3.Inconsistent customer service experiences leading to negative reviews and feedback.	3.Achieve consistent, prompt, and polite customer interactions every single time. With our AI system, your customers receive uniform quality of service, enhancing their dining experience.
4. High costs associated with maintaining a full-time reception or front desk staff for call management.	4. Cut down operational costs by automating call responses. By handling a significant volume of calls efficiently, AI call assist reduces the need for full-time staff just for phone management.

Desired Project **Outcomes/** **Requirements***	*Define how this project shall address a business need, e.g. the business problem or opportunity described above; describe what the beneficiary must be able to do / receive from the solution*

1. Transform the restaurant communication dynamics	1. The User Interface will be easy to use and understand to avoid wasting time trying to learn it
	2. Due to the automation, the restaurant will be able to handle more customers, therefore increasing the traffic of the customers.

	2. Make sure that technology is easy to use 3. Assure that the technology can integrate 4. Increase customer traffic in the restaurant	
Key Deliverables to be produced by students*	*Define the boundaries of work that you expect to receive from the students effort (vs. internal effort)*	
	1. Customer feedback 2. Transcribe phone calls 3. Implement Ai to assist in the phone calls	
Desired Start Date	18/09/2023	
Desired End Date	29/03/2024	
Attachments	*List attachments that support project description*	
	1 High Level Requirements	
	2 Project Vision	

* Please add fields as required