

Project Identification

Project:	AI Call Assist
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Contributors

The following individuals contributed to this document.

Name	Title
Alvaro	Back-End Software Developer
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Amir	Project Manager
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Distribution

This document is distributed to all the following people.

Name	Title
Anjana Shah	Instructor

Referenced Documents

This document refers to the following materials

Version number	Title	Author	Date	Source / Location
1.0	Tillster Releases 2019 Self-Service Kiosk Index	Christy Olliff	<u>July 16, 2019</u>	<u>Tillster Releases 2019 Self-Service Kiosk Index — Tillster</u>

Revision History

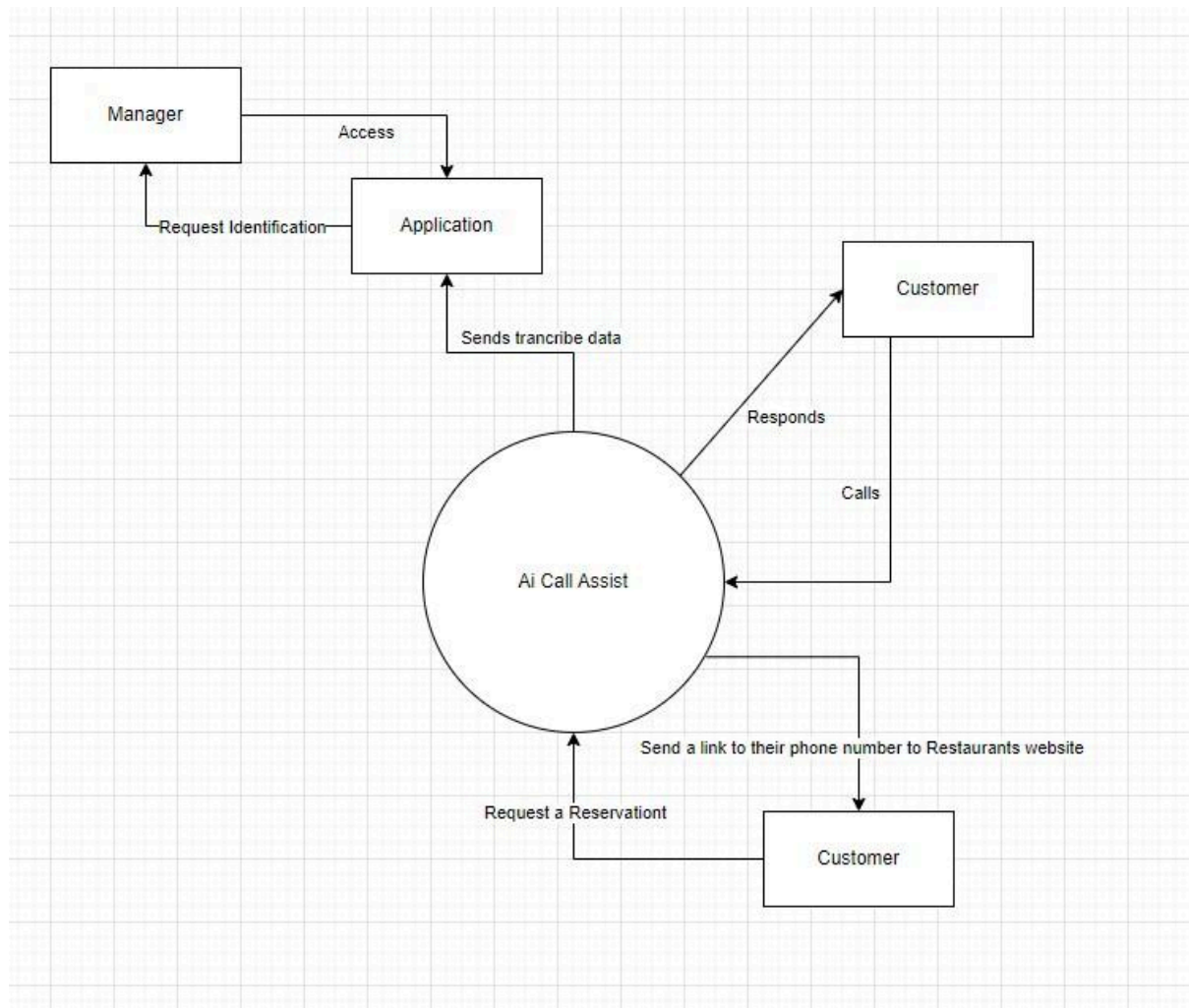
Version Number	Revision Date	Summary of Changes	Modified by
1.0	September 20, 2023	<i>Change in response tone and voice of the automated assistant.</i>	Amir Yektajoo
2.0	September 29, 2023	<i>Changing the way links get sent to customers for the menu and reservation. so when customer asks a link will get sent to their phone number by our system right away</i>	Amir Yektajoo

[Note: It is recommended that drafts be numbered 0.1 to 0.9, and that the first approved version be numbered 1.0. Thereafter, new version numbers will depend upon changes: 1.01, 1.1, etc for minor updates, 2.0, 3.0 etc for major changes.]

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1. Business Context Diagram



(Refer slides posted on Blackboard □ Lecture Review)

Requirement Scope Area	Description
Ai Call Assist	In charge of listening and responding to the customer.

External Entity	Description
Customer	The person who call the restaurant and request information
Manager	The manager is the only one in the restaurant able to access the transcribe phone calls
Application	The Ai Call Assist sends the data to the and an external application for storage

Information Flows	Description
Access	The manager enters the application
Requests Identification	The application check the manager's credentials to only open their restaurant's database
Send transcribe data	The AI call Assist send the transcribed phone call to the application

Information Flows	Description
Send a link to their phone number to Restaurants website	Using the phone number of the customer, the software will send the a message with the restaurants website to make a reservation
Request a Reservation	Customer calls the restaurant and asks if they can make a reservation.
Calls	Customer call the restaurant
Responds	Software responds to the customer and asks if they have any inquiries.

2. Requirements Scope Statements

HLR#	Description	Priority (H, M, L)
HLR01	System must be able to hear the phone calls	H
HLR02	System must be able to transcribe the call into text	H
HLR03	System must be able to send data to the external application	H
HLR04	Respond to Callers inquiries	M
HLR05	View data in the external application	M
HLR06	Send messages to customer	L

3. High Level Business Requirements Sign-Off

The undersigned acknowledge their agreement with the contents of Version <1.0> of the High-Level Requirements document for <AI Call Assist>.

Following approval of this document, requirements changes will be governed by the project's change management process, including impact analysis and appropriate reviews and approvals, under the general control of the Project Plan and according to company policy. Approved Change Request Documents, if present, will be attached to this Requirements Document as updates.

Name	Project Role and Functional Area	Date Signed
Amir	Project Manager and Project Management	September 15th, 2023
Alvaro	Back-End Developer and Database	September 16th, 2023
Ali	Data Scientist and Data Analyst	September 17th, 2023
Sam	UI Designer and User Experience	September 18th, 2023
Kaarish	Front-End Developer and Web Application	September 19th, 2023

* Note: physical signatures are not required. Email approvals are acceptable and should be appended to project documents.