Project Scope Document

Project Overview

We are building a custom AI-powered iMessage texting system that allows customers to communicate with a business through iMessage (blue bubble).

The system must provide instant, human-like replies, allow appointment bookings, handle FAQs, and keep staff updated - all in a way that is simple, easy to use, and scalable across multiple businesses.

Objectives

- Create a 24/7 automated iMessage assistant for businesses.

- Ensure responses are natural, conversational, and powered by GPT.

- Handle any type of prompt we provide with smooth, accurate performance.

- Provide a clean, user-friendly dashboard for staff to view and manage conversations.

- Include a variable response time setting to mimic natural human texting patterns.

- Allow appointment bookings and calendar integration.

- Ensure full ownership of phone numbers, data, conversation flows, and the software itself.

- Build a system that can easily scale to serve multiple businesses.

Key Features

Messaging:

- Required: Two-way iMessage messaging (blue bubble experience).

- GPT-powered AI responses that can adapt to any custom prompt provided.

- Adjustable reply timing window (e.g., respond between 2-10 minutes randomly) to simulate real human behavior.

- Option for staff to manually override or step into conversations.

Agent Customization (Per Business):

- The system must allow staff to easily build and customize an AI agent for each client.

- Each agent can have unique prompts, booking rules, FAQs, and workflows tailored to that business.

- Customization must be non-technical - through a simple dashboard or prompt editor without coding.

- Each client's agent operates independently, ensuring no overlap or confusion between businesses.

- Staff should be able to duplicate existing setups and adjust them quickly for new clients.

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Booking Integration:

- Integration with Google Calendar, Outlook, or third-party booking platforms.

- Automatic confirmation and reminder messages via iMessage.

Dashboard:

- Simple, intuitive dashboard for staff to view and manage all conversations.

- Searchable conversation history.

- Basic reporting (message counts, booking confirmations, response rates).

Ownership & Control:

- Full ownership of the software, codebase, phone numbers, prompts, and all client data will transfer to [Your Company] upon final delivery and payment.

- Developer retains no rights to reuse, resell, or replicate the system for other clients without written permission.

- Ability to export numbers, data, and prompt libraries at any time.

Scalability:

- System designed to easily duplicate for multiple businesses.

- Each business receives its own iMessage-enabled number and custom prompt set.

Deliverables

- Fully functional iMessage texting system with GPT-powered responses.

- Configurable agent builder for staff to create and customize per-client agents.

- Variable reply-time simulation feature.

- Booking/calendar integration.

- Dashboard/interface for staff.

- Documentation and handoff for internal management.

- Deployment under our brand.

- Transfer of full ownership of the software to [Your Company].