High Level Scope

Project: Customer Support System Transformation
Organization: Walmart
Framework: Traditional / Waterfall

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1. Scope Overview

This document defines the **high-level scope boundaries** for the Customer Support System Transformation project. It establishes what is included and excluded to ensure alignment among stakeholders and to prevent scope creep.

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2. In-Scope Items

The project includes the following high-level scope elements:

- Migration to a **single, centralized customer support platform**

- Consolidation of customer-facing support channels:

    - Chat

    - Email

    - Phone

- Automation of standard workflows:

    - Returns processing

    - Refund handling

    - Complaint management

- Data migration from existing customer support systems

- Integration with:

    - Order management systems

    - Payment and refund systems

- Configuration of standardized SLAs and escalation paths

- Development of reporting dashboards and performance metrics

- Training for customer support agents, supervisors, and managers

- Go-live support and post-implementation stabilization

3. Out-of-Scope Items

The following items are explicitly excluded from this project:

- Redesign or modification of return or refund policies

- Implementation of advanced AI-driven predictive support features

- Changes to upstream e-commerce or order fulfilment systems

- Customer-facing UI redesign outside of support workflows

- Post-go-live feature enhancements beyond stabilization

4. Assumptions & Constraints (Summary)

- The project will follow a fixed scope approved through formal change control

- Data required for migration is accessible and compliant with regulations

- Minimal downtime is permitted during customer-facing operations

- Go-live will avoid peak retail seasons

(Detailed assumptions and constraints are maintained in the master log.)

5. Scope Control

Any changes to the approved scope must follow the formal **Change Management Process**, including impact analysis, sponsor approval, and documentation in the Change Log.

6. Scope Approval (Portfolio Simulation)

Role	Name	Signature	Date
Executive Sponsor	VP, Customer Experience		
Project Manager	Asvin Pradeep		

✅ **Status**

High-Level Scope: Approved (Simulated)