Chatbot Specification for Airtel (Using Microsoft Copilot Studio)

# 🧠 Core Components for the Airtel Chatbot

## 1. Key Use Cases / Features

* 📞 Customer Support → Handling SIM issues, network problems, data plans, bill payment issues, etc.
* 💳 Billing and Payments → View bills, make payments, download receipts, recharge prepaid accounts.
* 📱 Plan Information → Show available prepaid, postpaid, broadband, DTH plans.
* 🔄 Service Requests → Port number (MNP), upgrade plans, suspend/restart services.
* 📍 Store Locator → Find nearby Airtel stores or service centers.
* 🛜 Network Coverage → Report network problems or check coverage.
* 🆘 Emergency Services → Fast support for SIM lost/stolen scenarios.
* 🛠️ Self-Service Diagnostics → Allow users to troubleshoot internet/network issues automatically.

# 🏗️ Technical Specifications

## 2. Bot Design Specs

* Personality: Professional, helpful, slightly friendly tone
* Language Support: English + local languages (Hindi, Tamil, etc.)
* Multichannel: Deploy on Web, WhatsApp, Facebook, IVR, SMS
* Authentication: User login (using mobile number/OTP) to fetch account data
* Escalation: Handoff to live agent via Microsoft Omnichannel
* Data Sources: Connect to Airtel CRM, Billing Systems, Order Systems
* Analytics: Monitor conversations, user satisfaction (CSAT)
* Security: Must be GDPR compliant + protect user info
* Fallback handling: Graceful fallback if bot doesn't understand

# 🔌 Integrations Needed

* Microsoft Dynamics 365 (if Airtel uses it internally for CRM)
* Azure Cognitive Services (for Language Translation, Sentiment Analysis)
* Airtel’s APIs for: Billing system, User account verification, Recharge and payment gateway, Plan recommendations
* Escalation to Human Support via Omnichannel or Teams integration
* WhatsApp Business API (if launching over WhatsApp)

# 🎯 Important Details to Plan

* Conversation Design: Must cover all user intents. Flows should be intuitive, 2–3 clicks max to solution.
* Bot Training: Use Airtel FAQs, customer call center data to train the bot.
* Knowledge Base: Integrate articles, FAQs dynamically into answers.
* Error Handling: Smart error messages, retry options.
* Accessibility: Bot should be usable by people with disabilities (voice, screen readers).
* Performance: Bot must respond in < 2 seconds.

# 📋 Example Flows

* "I want to recharge my number" → Ask mobile number → Show plans → Confirm → Process recharge.
* "My internet is slow" → Diagnose service outage → Troubleshoot → Raise service ticket if needed.
* "I lost my SIM" → Verify identity → Block SIM → Offer replacement.

# 🛡️ Compliance Requirements

* Customer Data Privacy
* Call recording (if via voice bot)
* Audit logs for conversations
* Explicit consent for payment handling

# 🛠 Recommended Tools Inside Copilot Studio

* Custom Connectors for APIs
* Adaptive Cards for rich UI inside chats
* Power Automate Flows to handle backend operations
* Bot Variables to track session info (e.g., mobile number, last interaction)
* Copilot Extensions for advanced AI-driven answers