

## Product Scope (Deliverables)

Autogon AI will deliver the following custom software solutions and related services in phases, corresponding to the ZENT AI Project Timeline:

### A. Initial Phase (Approx. 1 week)

- **Deliverables:**

- Project Presentation: Detailed overview of the proposed solution and project plan.
- Alignment Session: Kick-off meeting to ensure mutual understanding of project goals and initial requirements.
- Initial Payment Processing: Confirmation of initial payment as per commercial terms.

### B. Phase 1 (Approx. 4-5 weeks)

- **Deliverables:**

- **UI/UX Alignment & Review:** Wireframes, mockups, and interactive prototypes for key user interfaces, followed by client review and approval.
- **Dashboard & UI for Analytics and Reporting:** Development of a user interface providing analytical insights and reporting functionalities for key metrics.
- **Zentrova Admin Account & User Management:** Implementation of an administrative portal for managing the Zentrova platform, including user provisioning and access control.
- **Billing System for Subscribed Customers (Organizations):** Development of a module to handle billing, subscriptions, and payment processing for client organizations.
- **AI-Model Page to Initiate Calls:** Creation of a dedicated web page interface for users to initiate calls using configured AI models.
- **Login and Registration of Users (Company-focused):** Secure user authentication and registration system, tailored for company-specific user accounts.
- **AI Chatbot for Social Media Instant Response (Complementary):** Integration and development of an AI chatbot for automated responses on designated social media channels.
- **Web-Based Links for AI Model Call Initiation:** Provision of embeddable links or widgets for initiating AI model calls directly from web platforms.
- **Voice Prototypes for AI Models (3+):** Development and integration of at least three distinct voice prototypes for use with AI models.
- **Basic Trained AI Models (Education, Hospitality, Healthcare, Finance, Retail):** Initial training and deployment of AI models specifically tailored for these five industry verticals.
- **AI Training Functionality (via API, Document Upload, or Website Link):** Implementation of features allowing clients to train AI models using an API, by uploading documents, or by providing website links.



- **System Integrations with (Zoho CRM)**
- Escalation workflows for seamless transfer to human agents via calls, emails, and SMS.
- Speak English in an indigenous tone and support native Nigerian languages such as Hausa, Igbo, Yoruba, as well as Pidgin English, ensuring inclusivity and better connection with our diverse customer base while responding in English.
- Ability take call surveys and at the end of call, ability to configure model to allow inputs from users via text box (could be email, phone or any other)
- AI Model to speak in Spanish, French, Arabic, Portuguese, Italian, and German to end-users.

### C. Phase 2 (Approx. 4-6 weeks)

- **Deliverables:**
  - **Sentiment Analysis (incl. Confidence-Level & Emotional Detection):** Integration of advanced AI capabilities for analyzing sentiment, confidence levels, and emotional cues in interactions.
  - **AI-Triggered Notifications:** Development of a system for generating and delivering automated notifications based on AI insights or predefined triggers.
  - **Direct Calls to Virtual Phone Numbers with AI Model Picking Up (Phone-Based):** Implementation of a phone-based system where AI models can directly answer calls to virtual phone numbers.
  - **Call Handling and Routing to Human:** Development of a system to intelligently handle calls and route them to human agents when AI assistance is insufficient or requires escalation.
  - **Call Transfer to Humans when Confidence Level is Low:** Automated transfer of calls to human agents if the AI model's confidence in handling an interaction falls below a predefined threshold.
  - **SMS & Email Automation for Bookings, Confirmations, Reminders:** Implementation of automated communication workflows for sending out booking confirmations, reminders, and related messages via SMS and email.
  - **Automate Retrieval & Submission of Customer Data:** Development of features to automatically retrieve and submit customer data to and from integrated systems.
  - **Pre-built Industry-Specific Models for Resale:** Development of additional, robust industry-specific AI models designed for potential resale.
  - **Social Media Integrations (Facebook, Instagram, WhatsApp):** Deep integration with specified social media platforms to enable AI interactions and data flow.
  - **Endpoint for AI Training via Document Upload or Website Link:** A dedicated API endpoint facilitating external AI model training through document uploads or website links.
  - **Voice Cloning for Customer-Specific Models:** An Advanced feature allowing for the cloning of specific customer voices for personalized AI model interactions.



- **Multi-Language Capability for the AI Model:** Implementation of support for multiple languages within the AI models, enabling broader user interaction.
- **Detailed Workflow Automation with CRM Integration:** Development of comprehensive workflow automation features, including seamless integration with the Client's Customer Relationship Management (CRM) system.
- Ability for AI Model to make outbound calls to users and ask questions that will be filled in a form that has been configured on it

#### **D. Deployment Phase (Timeline TBD post-Phase 2 completion)**

- **Deliverables:**
  - **Production Deployment:** Successful deployment of the fully developed Software Solution to a secure, scalable production environment.
  - **Configuration & Setup:** Configuration of all necessary server settings, databases, and integrations in the production environment.
  - **Go-Live Support:** Immediate post-deployment support to ensure a smooth transition and address any critical issues.

#### **E. Final Phase (Maintenance and Support - over 12 months)**

- **Deliverables:**
  - **Post-Deployment Maintenance:** Ongoing maintenance services, including bug fixes, security patches, and performance optimizations for 12 months.
  - **Technical Support:** Provision of technical support for the deployed Software Solution as per Section 6.
  - **System Monitoring:** Continuous monitoring of the Software Solution's performance, availability, and security.

