#### ACCEPTANCE CRITERIA

**Project: AI Customer Analyzer**

**Group: 19**

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| --- | --- | --- | --- | --- |
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| Date: 08 MARCH 2023 |  | | | |
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# 1 Acceptance Criteria History

## 1.1 Document Location

This document is only valid on the day it was printed.

The source of the document will be found on the project's PC in the location

## 1.2 Revision History

**Date of this revision:**

**Date of Next revision:**

|  |  |  |  |
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| **Revision date** | **Previous revision date** | **Summary of Changes** | **Changes marked** |
| 06-02-2023 |  | First issue |  |

## 1.3 Approvals

This document requires the following approvals.

Signed approval forms are filed in the Management section of the project files.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Name** | **Signature** | **Title** | **Date of Issue** | **Version** |
| Dr.Yasas Jayaweera |  | Project Executive |  |  |
| Gunarakulan Gunaretnam | A picture containing text, hydrozoan, night sky  Description automatically generated | Project Manager | 08-03-2023 |  |
| Kishoth Navaretnarajah | Shape  Description automatically generated | Client | 08-03-2023 |  |

## 1.4 Distribution

This document has been distributed to:

|  |  |  |  |
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### Acceptance Criteria

## 3 Purpose

The purpose of the AI Customer Analyzer is to provide a tool that analyses customer behavior and feedback data to provide insights that can be used to improve customer experience and satisfaction.

## 4 Target Dates

## 5 Major Functions

* Analyze customers’ face attributes.
* Detect customer genders.
* Predict customer age.
* Emotion detection
* Race Detection
* Face mask detection
* Management panel to analyze all captured data.
* Collect and store customer behaviour and feedback data.
* Analyse the data using computer vision algorithms.
* Provide insights and recommendations for improving customer experience and satisfaction.

## 6 Appearance

The appearance of the AI Customer Analyzer must be professional and visually appealing. The user interface must be intuitive and easy to navigate.

## 7 Personnel Level Required To Use/Operate The Product

The AI Customer Analyzer must be easy for technical and non-technical users. No specialized personnel or technical skills should be required to operate the tool.

## 8 Performance Levels

The AI Customer Analyzer must meet the following performance levels to be acceptable to the customer and staff who will be affected:

* The tool must analyze a large volume of customer datpromptlyer.
* The accuracy of the tool's insights must be high, with a low margin of error.

## 9 Capacity

The AI Customer Analyzer must be able to handle a large volume of customer data without any degradation in performance.

## 10 Accuracy

The AI Customer Analyzer must have a high level of accuracy in analyzing customer data and providing insights. The margin of error must be low.

## 11 Availability

The AI Customer Analyzer must be available to users 24/7 with minimal downtime. Any downtime must be planned and communicated in advance.

## 12 Reliability

The AI Customer Analyzer must have the following reliability characteristics to be acceptable to the customer and staff who will be affected:

* The mean time to repair (MTTR) must be less than 4 hours in the event of any system failures.
* The mean time between failures (MTBF) must be at least 6 months.

## 13 Development Cost

- Already attached with the Project Plan document

## 14 Running Costs

- Already attached with the Project Plan document

## 15 Security

The AI Customer Analyzer must have robust security measures to protect customer data from unauthorized access, modification, or deletion.

## 16 Ease of Use

The AI Customer Analyzer must be easy for technical and non-technical users. The user interface must be intuitive and require minimal training.

## 17 Timings

The AI Customer Analyzer must be delivered on time and within budget. The project timeline must be communicated clearly, and any delays or changes must be communicated in advance.