# Functional Specification Document

## Title Page
**Project Name:** AI Dialer for Travel Packages
**Version:** 1.0
**Date:** [Insert Date]

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## 1. Introduction
### Overview
The AI dialer is an automated system developed to assist travel agencies and airlines in promoting

### Objectives
- Automate the calling process to reduce operational workload.
- Improve customer engagement and conversion rates with human-like conversations.
- Seamlessly integrate with existing systems such as CRM and call centers.
- Capture and store call outcomes for future analysis and operational improvement.

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## 2. Scope
### In-Scope
- Outreach to potential customers using pre-recorded contact information stored in a CRM.
- Convincing customers to accept travel packages offered by partner agencies and airlines.
- Transfer of accepted calls to human agents.
- Recording call results in a database for future analysis.

### Out of Scope
- Handling confirmed bookings or direct payment processing.
- Lead generation outside the pre-integrated CRM.
- Customization of AI voice beyond standard respectful and convincing tones.

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## 3. Functional Requirements
1. The system shall have a human-like voice that is respectful and convincing.
2. The system shall integrate with CRM systems to retrieve contact information.
3. The system shall integrate with call center systems to make and transfer calls.
4. The system shall attempt to convince the customer up to three additional times if the initial offer i
5. The system shall record the results of every call (e.g., status, feedback, actions taken) in a datab

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## 4. Non-Functional Requirements
1. **Performance:** The system must handle up to 10,000 outbound calls per day.
2. **Scalability:** The system must be scalable to allow for increased call volumes without performa