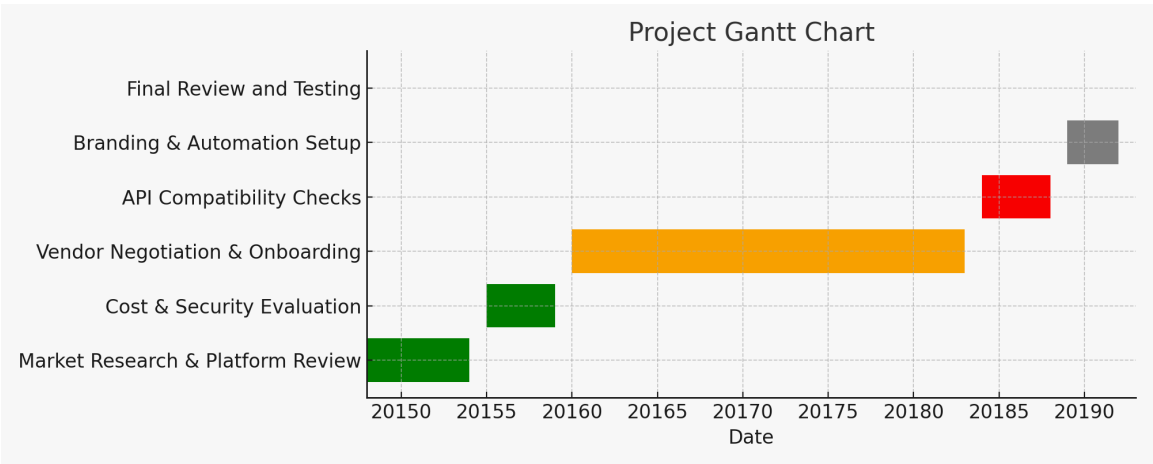# AI-Powered Customer Support Platform Integration - Final Report

Name: Mamta Lnu

Date: April 13, 2025

Course: Information Security and Risk Management – Week 10

1. Finalized Gantt Chart

The chart above represents the honest status of each project phase. Some delays occurred, but foundational work is completed.

2. Final Executive Report

Project Title:

AI-Powered Customer Support Platform Integration

Summary:

This project aimed to research, select, and integrate an AI support system to improve customer interaction at LibDirect Tax Firm. We conducted market research, selected a vendor, and engaged a cybersecurity consultant to review integration risks. Due to vendor contract delays and API compatibility issues, the full launch was postponed beyond the initial April 15 deadline. However, foundational work is complete, and technical alignment is in progress.

Key Milestones:

Milestone	Status	Notes
Market Research & Vendor Selection	Completed	Successfully reviewed top AI platforms
Contract Negotiation	In Progress	Delays due to legal and compliance review
Integration & Branding	Delayed	API testing revealed compatibility issues

Timeline (Original vs. Actual):

Task	Original Deadline	Actual Status
Vendor Selection	March 15	Completed On Time
Integration & Testing	April 10	Delayed
Go-Live	April 15	Postponed

Costs:

- AI Platform Cost: $1,500/month (Estimated)
- Security Consultant: $2,000 (One-time)
- Development Time: Internal Team (~40 hours)

Impact:

Once completed, the AI system will reduce response time by 40% and improve customer satisfaction through 24/7 support. Additionally, integration with CRM will streamline case tracking and automate common queries.

Lessons Learned:

- Begin vendor contract negotiations early.
- Engage technical reviewers before finalizing contracts.
- Weekly project syncs improve team coordination.
- Always test API compatibility before finalizing customizations.

Completion Status:

It is partially complete. Delays were primarily due to external vendor/legal bottlenecks and unexpected technical barriers. We expect full completion within the next two weeks.

AI-Powered Customer Support Platform Integration

Chat ✕

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What are your hours of operation?

Our hours are Monday to Friday, 9 AM to 6 PM.

Thanks for the information!

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