

WBS ID	Task Name	Duration (Days)	Start Week	End Week	Dependencies	Responsible
<b>1</b>	<b>Initiation Phase</b>	3	Week 1	Week 1	–	Huzaifa
1.1	Define project objectives	1	Week 1	Week 1	–	Huzaifa
1.2	Identify stakeholders and prepare charter	1	Week 1	Week 1	1.1	Huzaifa
1.3	Conduct project kick-off meeting	1	Week 1	Week 1	1.2	Both
<b>2</b>	<b>Planning Phase</b>	5	Week 1	Week 2	1	Huzaifa
2.1	Develop project scope and WBS	2	Week 1	Week 2	1.3	Huzaifa
2.2	Create risk and issue management plans	2	Week 1	Week 2	2.1	Both
2.3	Prepare Gantt chart and project schedule	1	Week 2	Week 2	2.2	Huzaifa
<b>3</b>	<b>Design Phase</b>	4	Week 2	Week 3	2	Nameer
3.1	Design chatbot architecture and flow	2	Week 2	Week 2	2.3	Nameer
3.2	Define API structure and database	1	Week 2	Week 3	3.1	Nameer
3.3	Design chatbot UI mockups	1	Week 3	Week 3	3.2	Nameer
<b>4</b>	<b>Development Phase</b>	6	Week 3	Week 4	3	Nameer
4.1	Build chatbot backend (NLP + intents)	3	Week 3	Week 4	3.3	Nameer
4.2	Integrate with knowledge base (Zendesk / SharePoint)	2	Week 3	Week 4	4.1	Nameer
4.3	Implement escalation feature	1	Week 4	Week 4	4.2	Nameer
<b>5</b>	<b>Testing Phase</b>	4	Week 4	Week 5	4	Both
5.1	Conduct functional testing	2	Week 4	Week 4	4.3	Both
5.2	Perform UAT and collect feedback	1	Week 5	Week 5	5.1	Both
5.3	Fix bugs and retest chatbot	1	Week 5	Week 5	5.2	Nameer
<b>6</b>	<b>Deployment Phase</b>	3	Week 5	Week 5	5	Both
6.1	Deploy chatbot on web & WhatsApp	1	Week 5	Week 5	5.3	Nameer
6.2	Prepare analytics dashboard	1	Week 5	Week 5	6.1	Huzaifa
6.3	Conduct user training session	1	Week 5	Week 5	6.2	Huzaifa
<b>7</b>	<b>Closure Phase</b>	2	Week 5	Week 5	6	Both
7.1	Compile final documentation & lessons learned	1	Week 5	Week 5	6.3	Nameer
7.2	Conduct project evaluation against MOV	1	Week 5	Week 5	7.1	Both
7.3	Prepare final presentation	1	Week 5	Week 5	7.2	Both