

# Chicago WideCast Smart-Home Services



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**Image/Model:** dall-e-3

## Project Overview Statement:

**Chicago WideCast Smart-Home Services** is a startup company that is interested in automating all of its business process workflows utilizing generative AI technologies to create conversational AI assistant to serve its customers and employees online.

Assume as a result of a number of interviews, questionnaires, document reviews, and meetings with customers/users, engineers, senior management, product management members, you have managed to gather and document the following high-level description and requirements for the intended Conversational AI Assistant application.

## High-Level Description:

The following is a high-level description for the different products, services and business process workflows:

- The following is the list of services, and products the company offers to its customers:
  1. Online TV plan
    1. Basic - 50 channels
    2. BasicPlus – 100 channels
    3. Ultimate - 200 channels
  2. Data Plan
    1. WiFi SpeedLane – 100/5 Mbps speed
    2. WiFi LightLane – 250/30 MBPS speed
  3. On Demand Movie Streaming
    1. Premium – 100 movies a month
    2. Ultimate – 500 movies a month
  4. PPV
    1. Live Sports Events (fixed date/time)
    2. PPV Movies (Any date/time)
  5. Online Video Games
    1. Premium – 100 games a month
    2. Ultimate – 200 games a month
  6. Home Security
    1. Security Cameras and Alarms
    2. Remotely Unlock/Lock main entrance of the house for delivery services personnel of goods and packages
  7. Utilities
    1. Lighting: Remotely control house lights
    2. Thermostat: Remotely control the house thermostat
- WideCast has four different roles/personas:
  1. Managers
  2. Account Specialists (Customer Support)
  3. Technical Support Specialists (Technician)

#### 4. Customers

- A manager can execute any of the following business process workflows:
  1. Add any products/services offered
  2. Update any products/services offered
  3. Delete any products/services offered
  4. Cancel any type of order
  5. Update any type of order
  6. Delete any type of order
  
- Account Specialist (Customer Support) can execute any of the following business process workflows:
  1. Create an account for a new customer
  2. Update customer account
  3. Create an incident ticket and assign it to a technician
  4. Place an order of a PPV event
  
- Technical Support Specialist can
  1. Schedule incident ticket
  2. Close incident ticket
  3. Cancel incident ticket
  
- Customer that has an existing account can execute any of the following business process workflows:
  1. Update Personal Account Information (credit card, personal info, etc.)
  2. Pay Monthly Bill
  3. Create an order for any of the products/services offered by WideCast
  4. Change an order for any of the products/services offered by WideCast
  5. Cancel an order for any of the products/services offered by WideCast
  
- The following is the list of business rules, and constraints:
  1. New customers must rent the WideCast Smarthub Box and the needed devices for the different services purchased.
  2. The customer must have either Data plan, Online TV plan, or both

3. The customer can choose monthly plan, 1 year contract, or 2 years contract
  4. An Online TV plan is required to provide PPV services
  5. A Data plan is required to provide any of the following services: On Demand Movie Streaming, Online Video Games, Home Security, and Utilities
- The Customer can sign up for any of the following contracts:
    1. TV plan (Monthly Contract)
    2. Data plan (Monthly Contract)
    3. TV plan and Data Plan(Monthly Contract)
    4. TV plan (1 Year Contract): For any signed TV plan, the customer receives one free PPV movie every week
    5. Data plan (1 Year Contract): For any signed Data plan, the customer receives one free month of Premium plan for Online Video Games.
    6. TV plan and Data plan (1 Year Contract): For any signed TV plan and Data plan, the customer receives two free PPV movies every week, one free month of Premium plan for Online Video Games, and one free month of Premium On Demand Movie Streaming.
    7. TV plan and Data plan (2 Years Contracts): For any signed TV plan and Data plan, the customer receives two free PPV movies every week , two free months of Premium plan for Online Video Games, two free months of Premium On Demand Movie Streaming, and free remote control for Lighting and Thermostat.
    8. TV plan, Data plan, and Home Security and Alarm (2 Years Contracts): For any signed TV plan, Data plan, and Home Security, the customer receives two free PPV movies every week , two free months of Premium plan for Online Video Games, free Premium On Demand Movie Streaming, and free remote control for Lighting and Thermostat.