Project Closeout Report: Einstein

Status: **Draft**

Date: 06/15

Author: Project Manager

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| Project Sponsor | Director of Product |
| Project Team | Developer, Quality Assurance Tester, Project Manager, Director |
| Project Duration | June - November |

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# Executive Summary

# The purpose of this project was to develop Web Application for Customer Care Executives to deliver continuous support to the customers on the health of devices connected and detailed services provided to customers and all required information at one stop application.

# Key Accomplishments

* Increase revenue by 10% by developing Einstein Web Application that helps customer care executives manage billing and health check of devices, by the end of the year.
* Increase customer retention by replacing/reinstalling devices, also provide offers to motivate the customers to continue with the company.
* Continuously improve product services by resolving support tickets by first quarter.
* Billing and Payment options made efficient by third quarter.
* 80% of customer care executives were re-examined and re-trained whenever needed

Lessons Learned

*What went well?*

* Launched Web Application on scheduled time

*What went wrong? How did you resolve the issue?*

# There was a power and network outage due to Tornado, hence we lost some time, but the team managed to cover-up with the due to Risk Mitigation plan and Project Buffer in place.

# Open Items

* Continue to monitor results for additional improvements.

# Next Steps and Future Considerations

* Reduce the overhead on Customer Support Executives and make changes such that Customers can view details, make payments and views health checks of the devices using customer accounts independently.

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# Project Timeline

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| --- | --- |
| June 1- June 14 | Design a mockup web app |
| June 15 – June 17 | Get sign up from Stakeholders |
| June 20 – July 22 | Design a web app |
| July 25 – August 31 | Code/develop a web app |
| August 1 - August 31 | Backend Service development |
| Sept 1 - Sept 14 | System Integration |
| Sept 12 – Sept 20 | Unit Tests |
| Sept 7 – Sept 20 | Test plan/test scenarios |
| Sept 21 – Sept 27 | UI/UX testing |
| Sept 28 – Oct 4 | Backend testing |
| Oct 5 – Oct 11 | Retesting on defect fixes |
| Oct 12 – Nov 1 | Push code to Production Environment |
| Nov 2 – Nov 15 | Test in Production Environment |
| Nov 11 – Nov 17 | Bug fixes |
| Nov 18 – Nov 24 | Bug resting |

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# Resources and Project Archive

* *Project Plan*
* *ROAM Analysis*
* *Status Report*