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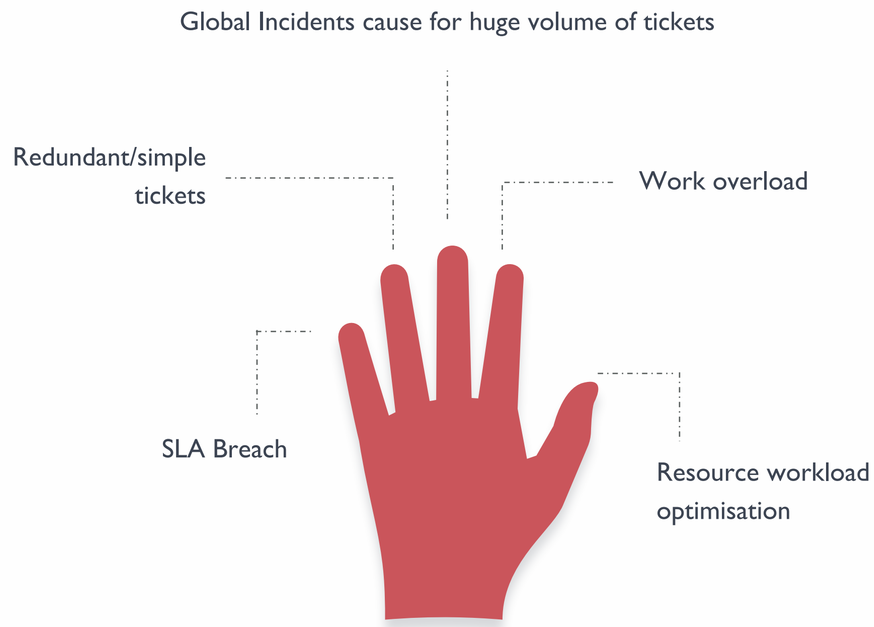
OPPORTUNITY ANALYSIS

PROBLEM STATEMENT

Our organisation's several support teams currently have ~75 employees working in 2 shifts; making it 10 per shift. Total of ~5000 tickets and incidents [per month] are delivered by the team. Each employee on an average deals with ~67 tickets. SLA compliance is around 70%. [Not a good throughput].

LIST OF PAIN POINTS



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SOLUTION AT GLANCE

PROPOSED SOLUTION

Design and deploy a chatbot as the first interface between the user and the support team. Chatbot can talk real time with users, understand if the request is redundant [generic in nature or procedure oriented]. Once the chatbot identifies the redundant request diverts the user to the pre-recorded solution procedure.

On analysis it was found that on average 33% of requests are of generic or redundant type

PROs

- SLA breach reduction
- 24x7 availability
- Workload reduction

CONS

- Misclassification error due to complex English language

INPUT

Historical conversations between the support team and the user

AI MODEL

AI model which can learn and understand chat patterns

OUTPUT

Users with request type classified as redundant are diverted to solution procedures.

DEMAND

Following teams need help:

1. IT support [Hardware]
2. IT support [Software]
3. IT Procurement
4. Space management
5. Facility management
6. Transport management
7. HR onboard-separation team
8. Payroll management

COMPETITION

- Since it is an internal opportunity within the same organisation therein no direct competition.
- Employing more resources could be a possible alternative

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PROJECT METRICS

BUDGET

Since it is an internal project it will be a cost centre to the company where the budget will be equal to actuals of maintaining resources, hardware and software.

RISK

Language complexity and diversity can lead to misclassification leading to delivering wrong replies to user.

TIMELINE

~ 3 months

TECHNOLOGY

NLP based model powered by deep learning to learn and understand chat patterns

RESOURCE

- Product manager
- Data scientist: 1
- Data Engineer - 2
- Deployment expert: 1

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PROJECT METRICS

START DATE

10 May 2020

25%

MILESTONE 1

Data warehousing: Collection of historic chat between user and support

DATE

1 June 2020

50%

MILESTONE 2

NLP based data cleansing and validation

DATE

1 July 2020

80%

MILESTONE 3

Deep learning model development and testing

END DATE

1 Aug 2020

100%

MILESTONE 4

Deploying the model for BETA testing

VALIDATION METRIC

- Objective of this project is to separate all incoming requests/chats between redundant and non redundant requests.
- Validation ratio can be obtained by dividing correctly identified requests from total number of requests received.
- Another validation metric can be user feedback. If the satisfaction level is high, the chatbot has done a great job.