

GREEN

BigCorp Co.		Dated:	2024-09-20
Information Portal Implementation - Phase 1 – Project Summary		Version:	1.0
Description of project:		Desired outcomes:	
Main project objective is to implement and deliver a customer facing web portal, which addresses all user needs in terms of information related to our company		1. Improved customer satisfaction by 15% 2. Reduced number of call center calls related to our offer by 10%	
In scope	Out of scope	Project progress plan / milestones:	
1. UX Design 2. Software implementation 3. Software testing 4. Content administration	1. Customer account creation (guest access only) 2. Backoffice integration	1. Analysis document ready - 2024/10/05 - on track 2. Software ready for testing - 2025/02/10 3. Software testing finished - 2025/03/10 4. Software deployed on production env - 2025/03/24	
Key project risks		Achievements (last week)	Plans (next week)
1. Limited software vendor resources 2. Length acceptance process of design and analysis derailing the planned schedule. 3. Inflated stakeholder expectations for the initial scope.		1. meeting regarding initial UX and UI designs 2. Requirements documents created for 30% of functional scope	1. second iteration on the design 2. At least 60% of documentation for functional requirements ready



YELLOW

BigCorp Co.		Dated:	2024-09-20
AI-chatbot in Selfservice portal – Project Summary		Version:	1.0
Description of project:		Desired outcomes:	
The AI-Chatbot project aims to implement a conversational AI system within the self-service portal. The chatbot will assist users with common queries and help streamline customer support.		1. 50% reduction in response time to customer inquiries 2. Increased self-service portal usage by 30% 3. Improved customer satisfaction through real-time query resolution	
In scope	Out of scope	Project progress plan / milestones:	
1. Development of AI-driven chatbot 2. Integration with existing knowledge base 3. Support for text and voice queries	1. Handling of complex support cases requiring human intervention 2. Multi-language support in phase 1	1. Initial AI training completed - 2024/05/20 - completed 2. Integration with self-service portal - 2024/07/30 - on track 3. Beta testing with limited users - 2024/10/15 - upcoming	
Key project risks		Achievements (last week)	Plans (next week)
1. Potential for AI responses to be inaccurate in rare cases 2. Risk of user pushback if chatbot is not intuitive		1. Successful AI training with 90% accuracy in response generation 2. Positive feedback from early-stage internal testing	1. Begin beta testing with selected users 2. Refine AI chatbot responses based on user feedback