BigCorp Co.			Dated:	2024-09-20	
Infiormation Portal Implementation - Pha	ase 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		 Improved customer satisfaction by 15% Reduced number of call center calls related to our offer by 10% 			
In scope	Out of scope	Project progress plan / milestones:			
 UX Design Software implementation Software testing Content administration 	 Customer account creation (guest access only) Backoffice integration 	 Analysis document ready - 2 Software ready for testing - Software testing finished - 2 Software deployed on prod 	2025/02/10 2025/03/10		
Key project risks		Achievements (last week)	Plans (next week)		
 Limited software vendor resources Length acceptance process of design and analysis derailing the planned schedule. Inflated stakeholder expectations for the initial scope. 		 meeting regarding initial UX and UI designs Requirements documents created for 30% of functional scope 	 second iteration on th At least 60% of docun requirements ready 	-	

BigCorp Co.			Dated:	2024-09-20		
E-Invoice in Selfservice – Project Summa	ſY		Version:	1.0		
Description of project:		Desired outcomes:				
The main project objective is to automate the invoicing process within the self-service portal. This will enhance the efficiency of billing by reducing manual errors and accelerating the payment process.		 Reduced manual errors by 25% Decreased payment processing time by 40% Enhanced customer experience through automation 				
In scope	Out of scope	Project progress plan / milestones:				
 Automation of invoice generation Integration with payment gateway Real-time invoice tracking 	 Customer account management Manual invoice generation outside the portal 	 Initial design document ready - 2024/06/15 - completed API integration with payment gateway - 2024/08/20 - on track User acceptance testing - 2024/11/10 - upcoming 				
Key project risks		Achievements (last week)	Plans (next week	<)		
 Possible delays in API integration due to third-party dependencies Risk of scope creep if additional features are requested 		 Completed integration with payment gateway Successful testing of invoice generation module 	 Finalize user train Complete user ac 	-		

BigCorp Co.			Dated:	2024-09-20	
Al-chatbot in Selfservice portal – Project	Summary		Version:	1.0	
AI-chatbot in Selfservice portal – Project Summary Description of project: 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. In scope Out of scope		Version: 1.0 Desired outcomes: 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 Project progress plan / milestones: Version:			
 Development of Al-driven chatbot Integration with existing knowledge base Support for text and voice queries 	 Handling of complex support cases requiring human intervention Multi-language support in phase 1 	 Initial AI training completed Integration with self-service Beta testing with limited us 	e portal - 2024/07/	30 - on track	
Key project risks 1. Potential for AI responses to be inaccurate in rare cases 2. Risk of user pushback if chatbot is not intuitive		Achievements (last week) Successful AI training with 90% accuracy in response generation Positive feedback from early-stage internal testing 	Plans (next week) 1. Begin beta testing wit 2. Refine AI chatbot resp	h selected users oonses based on user feedback	