

Contents

1. Sound Waves LLC .....	2
2. Sound Waves LLC/Production system .....	7

Sound Waves LLC

Browse history interactively  
VisualWikitext

Revision as of 15:21, 9 February 2023 (view source)  
Demo writer (talk | contribs)  
m ((username removed) (log details removed))  
← Older edit

Line 1:

```
<div class="databox">  
<div class="tbl">
```

Line 153:

```
*[https://www.simplr.ai/blog/22-chatbot-statistics-for-2022 Chatbot statistics (simplr.ai)]  
  
*[https://www.businesswire.com/news/home/20230201005218/en/New-Survey-Finds-Chatbots-Are-Still-Falling-Short-of-Consumer-Expectations Customer satisfaction survey (businesswire)]
```

Revision as of 15:22, 9 February 2023 (view source)  
Demo writer (talk | contribs)  
No edit summary  
Tag: 2017 source edit  
Newer edit →

Line 1:

```
<bs:uenoexport>  
{{ContentNav|homelink=Knowledge Base|hometext=1|pagePrevious=Onboarding{{!}}Checklist (Form)|pageNext=Travel reimbursement{{!}}Policy}}</bs:uenoexport>  
<div class="databox">  
<div class="tbl">
```

Line 154:

```
*[https://www.simplr.ai/blog/22-chatbot-statistics-for-2022 Chatbot statistics (simplr.ai)]  
  
*[https://www.businesswire.com/news/home/20230201005218/en/New-Survey-Finds-Chatbots-Are-Still-Falling-Short-of-Consumer-Expectations Customer satisfaction survey (businesswire)]  
  
<bs:uenoexport>  
{{ContentNav|homelink=Knowledge Base|hometext=1|pagePrevious=Onboarding{{!}}Checklist (Form)|pageNext=Travel reimbursement{{!}}Policy}}</bs:uenoexport>  
[[Category:Status report]]
```

Revision as of 15:22, 9 February 2023

Author:	Robert Dirigl
Reports to:	Marketing Team
Report date:	04/10/23
Project:	ChatBot
Reporting period / milestone:	Q1-2023
Report status:	finished

Contents

1 Executive summary .....	4
2 Details .....	4
3 Business review .....	5
4 Measures .....	5
4.1 Number of ChatBot requests per month .....	5
4.2 Costs (up to 5000 requests/month) .....	6
4.3 Expected lead generation .....	6
5 Accompanying Documents .....	6

## Executive summary

The introduction of a chat bot as marketing/sales support was decided by management in 2022. The evaluation of various possible uses and different ChatBot services has progressed so far that a decision can be made. The following information provides an overview of the findings from the evaluation phase.

## Details

Major tasks that have been completed:

Business area	Topic	Highlights	Major obstacles unexpected project risks	Lessons learned
Marketing	Marketing /sales decided as the first user of the ChatBot technology	<ul style="list-style-type: none"><li>• Determination of the tasks of the ChatBot</li><li>• Ad Campaign: Planning complete</li><li>• Designs for ChatBot CI: Drafts are available</li></ul>	<ul style="list-style-type: none"><li>• Cost per use varies greatly depending on the bot</li><li>• Inclusion in website: time depends on website provider</li></ul>	<ul style="list-style-type: none"><li>• Good time to enter the AI world</li><li>• Risks rather minimal as costs can be planned incrementally</li></ul>
IT	Evaluation of the different providers	<ul style="list-style-type: none"><li>• Shortlisted (xyAI, ChatSale, WinChat)</li></ul>	<ul style="list-style-type: none"><li>• Inclusion in CRM and ERM unclear</li><li>• Absence of admin staff in Q2</li></ul>	<ul style="list-style-type: none"><li>• In general, implementation within 3 months is conceivable</li></ul>
				<ul style="list-style-type: none"><li>• High motivation in the support team</li></ul>

Business area	Topic	Highlights	Major obstacles unexpected project risks	Lessons learned
Support	Processing and evaluation of chat contacts	<ul style="list-style-type: none"> <li>3 support staff will be trained accordingly</li> </ul>	<ul style="list-style-type: none"> <li>no</li> </ul>	<ul style="list-style-type: none"> <li>Support team needs a way to "train" the bot</li> </ul>

## Business review

Assess the impact of the key findings for the reporting period.

Metric	Target	Previous period	Current period	Change	New target
Number of ChatBot requests per month	4000	-	-	+ 3000	7000
Costs (up to 50000 requests/month)	-	-	-	-	€400 /month
Expected lead generation	150	-	-	-	400

## Measures

Based on the performance of the reporting period, the following actions are implemented for the above metrics.

### Number of ChatBot requests per month

Responsible	Measures
Sibylle	<ol style="list-style-type: none"> <li>Announcement of the ChatBot across all marketing channels</li> <li>In the initial quarter: Daily analysis of the chats conducted</li> </ol>
Alex	<ol style="list-style-type: none"> <li>Guarantee 100% availability of the bot during the first week (emergency team is ready)</li> </ol>

**Costs (up to 5000 requests/month)**

Responsible	Measures
Angie	1. Daily monitoring of user numbers. Informing marketing management when costs are exceeded.

**Expected lead generation**

Responsible	Measures
Thea, Malik	1. Evaluation of the chat questions that were asked and a graphical report to the marketing management 2. Ensuring timely processing of all follow-up inquiries

**Accompanying Documents**

External studies and surveys:

- [EOS Chatbot Studie 2021](#)
- [Chatbot statistics \(simplr.ai\)](#)
- [Customer satisfaction survey \(businesswire\)](#)

## Sound Waves LLC/Production system: Difference between revisions

**Latest revision as of 10:58, 6 December 2021** ([view source](#))

[Demo writer](#) ([talk](#) | [contribs](#))

m ((username removed) (log details removed))

(No difference)

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### Latest revision as of 10:58, 6 December 2021

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<b>Belongs to:</b>	<a href="#">Sound Waves LLC</a>
<b>First installation:</b>	2019/05/16
<b>Contract start:</b>	2019/05/13
<b>Minimum contract period:</b>	2 Years
<b>Contract type:</b>	Subscription
<b>Performance level:</b>	Standard
<b>Account manager:</b>	Doe, John
<b>Last update:</b>	
<b>Short description</b>	Platform for musicians and event organizers

### Contents

<a href="#">1 History</a>	<a href="#">8</a>
<a href="#">2 Installed Programs (Applications)</a>	<a href="#">8</a>
<a href="#">2.1 BlueSpice (Production System)</a>	<a href="#">8</a>
<a href="#">3 Backup</a>	<a href="#">8</a>

## History

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Minutes by	
First Installation on	
Update on	
Update on	

## Installed Programs (Applications)

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### BlueSpice (Production System)

BlueSpice Version	
MediaWiki Version	
Database	
LDAP	No
SSO	No
Installed Packages	
Customizations	
Remarks	

## Backup

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Period	
Time	
Data Path	
Remarks	