
RFI

Request for Information (RFI)
for
Voicebot AI

RFI No. EA/02-29-2024

Etisalat Afghanistan

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Request for Information

Information shall be submitted to kshinwari@etisalat.af with copy to ashalizi@etisalat.af on **14 August 2024 AT 4: 00hrs PM Kabul Local Time**

Scope of Work for Voicebot AI

BACKGROUND:

Etisalat Afghanistan is seeking proposals from qualified vendors to provide an AI-powered conversational Voicebot solution for our customer services in the customer care department. This solution will be integrated with our existing CRM, billing, DIVR and other required systems

REQUIREMENTS AND SCOPE OF WORK:

Currently our call volume to our contact center is very high and we are receiving around. In order to offload the traffic on our call center and improve our customer experience further, we are going to implement an Voicebot AI solution that will automatically be serving our customers by answering their queries, completing their order requests for products activations and deactivation and so on. We will integrate the Voicebot with our existing Contact Center and Dynamic IVR systems.

2. Objectives

The primary objectives of this project are:

- **Reduce Call Volume:** By automating routine tasks, deflecting calls from live agents, and improving issue resolution times.
- **Improve customer experience:** By providing 24/7 self-service support, reducing wait times for customers, and offering personalized interactions.
- **Enhance customer data collection and analysis:** By collecting valuable customer feedback and insights through Voicebot interactions.

3. Solution Requirements

The proposed solution must meet the following requirements:

Functional Requirements:

- **GPV:** It is more a feature like GPT but instead of Text we are looking for Voice.
- **Self-service Support:** Ability to answer frequently asked and unlimited simultaneous questions (FAQs) and resolve customer inquiries & requests

for our products' activation, deactivation, SIM migration etc. without human intervention (Automatic response is required to be seen as virtual agent is communicating with customer).

- **Multilingual Support:** Support multiple languages spoken by our customer base (Dari, Pashto and English) and working solutions are required in all applicable languages.
- **Training Ability:** The bot should have the capability to be effectively trained to interact with customers without human intervention to meet their expectations properly.
- **Voice Recognition:** It should be able to recognize customer's voice queries and intention in the three languages and have the capability to guide the customer based on the intent (speech to text and text-to-speech capability are required) to interact with customers who ask their queries through voice. Conversational Bot is required.
- **Voice Chat with the Live Agents:** If there is any query out of the scope of the bot to answer, it should take customers to the Live Agents to handle his/her query.
- **Sales and Promotions:** Proactively suggest relevant products and services, offer personalized promotions, and facilitate sales of them
- **User-friendliness:** It should be user-friendly for both the customers to raise their questions and the admin who is operating the bot by adding, editing, deleting, copying, pasting, uploading, downloading, etc.
- **Reporting and Analytics:** Provide comprehensive reporting and analytics capabilities to track Voicebot's performance over different periods, measure customer satisfaction, and identify areas for improvement.
- **Billing and Payments:** Customers should be able to check their balance (Available credit, data, talk time and remaining loan benefits with their expiry dates) through the conversational AI.
- **Technical Support:** Customers should be able to post their complaints transmitted to our Back Office team, and receive a ticket number with an SLA
- **Integration Capability:** To be integrated with all required systems (Billing, CRM, DIVR, Data Warehouse and other required platforms).
- **Technological Development:** It should be able to improve based on business needs pace by pace with technological development over time.

4. Deployment and Implementation

The vendor/bidder shall provide a detailed technical proposal for the solution requested along with the initial requirements from Etisalat side including the infrastructure and environment readiness. Details of what we need part of this RFI from bidders will include but not limited to:

- Complete technical proposal
- Timeline and milestones for project completion.
- Integration requirements and capabilities with existing BSS stack and related systems.
- Challenges and risks associated (including limitation related to local languages).
- Training and support for staff on using and managing the Voicebot.
- Experience and reference list in deployment similar solution in the region or similar languages.

All correspondence on the subject shall be addressed to:

kshinwari@etisalat.af with copy to ashalizi@etisalat.af