

Vision Statement

Capstone Project

CS 189A
Fall 2018

Team Name: WaitForMe

Project Title: WaitForMe

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Team:

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Problem Statement

- What the project is solving?
 - When a potential customer calls a business, the last thing they want is to be placed on hold. Everyone has had this experience and knows that it usually results in hanging up before the hold is over or a lot of wasted time. For the business this results in lost clients and a bad customer experience if people are left on hold for too long. This project aims to solve this terrible on-hold experience by providing a quick and easy way to have the business call the potential customer when they are ready and would eliminate this issue altogether.
- Why the problem is important?
 - The rate at which people hang up the phone while on hold are huge. Most people will hang up after 2 minutes and 34% of them will never call back. This leads to huge loss in potential customers if the businesses are never able to speak with them.
- How the problem is solved today?
 - Most businesses still make people wait on hold if they are not able to answer them immediately. Some business place their customers on hold to complete silence or use the ubiquitous “your call is important to us” message.

Project Outcome

The project provides businesses with a solution that enables them to call customers back when they are free. This eliminates the problem of frustrated customers due to long waits and reduces business losses due to callers hanging up and not calling back.

Initial Project Milestones

Our project will be divided into several major milestones:

1. Set up group meetings and use Google calendar to create events

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2. Get to know the project in detail and define the scope
3. Set up framework and decide what technologies we are going to use
4. Setup hosted service where a customer can call, hear a prompt, and be hung-up on.
5. Setup callback so customer will be called back N-seconds later by the service and immediately connected to an agent in the call center
6. Expand the service to ask for a phone number to call. This will replace the hard coded phone number from the first MVP.
7. Expand the service to accept additional keypresses to navigate keypress IVR trees. Maybe have it handle voice prompts and be able to understand the information being requested by the call center.

Implementation Platform and Technologies

Application will be set up and tested on cloud infrastructure such as Amazon's EC2 instances, receiving requests from phone calls through a new service that we are going to build. Application will be packaged through docker so it is easily and consistently deployed to many devices. Programming language for application would be Ruby.

- Amazon Web Services
- Google Cloud
- Docker
- Twilio or Freeswitch