

# Strategic plan for building the ACO Bot

## Overview

This project aims to create an automated solution for creating Commercial offers to minimize manual effort and enable fieldwork without the use of traditional tools such as Excel. The bot will be integrated with external platforms such as SATU.kz and Telegram and will use GPT for automatic processing.

## Threshold for success

- Time efficiency. Reduction in order processing time by at least 50%, measured by time saved in creating Commercial offers.
- User acceptance. Adoption of the system by at least 80% of sales managers with positive feedback on usability and time savings.
- Processing performance. Successful processing of at least 15 items per request without delays or errors.

## Extra features to deliver

- Synchronize product availability in real-time through integration with a third-party site, without manually uploading an additional file.
- Comparison of products from a request with products of several suppliers
- Processing of requests of different formats: screen, picture, audio messages

## Monitoring

- Regular stakeholder meetings and sprint reviews will allow us to quickly identify problems and adjust project progress.
- The project will be divided into small phases, each task will be tracked using trackers such as [kaiten](#).
- User testing will ensure a high quality product at all stages.
- Feedback from real users will be collected for iterative improvements to ensure a successful MVP implementation.

## Risks and their minimization

- Integration delays: Possible problems with satu.kz API or Telegram. The risk is mitigated by early testing of integrations.

- Low user adaptation: Not all users can immediately accept the new system. To reduce the risk, it is necessary to conduct training and actively support users.

## Strategic plan

### Phase 1: Requirements Analysis and Architecture Development

#### Steps:

- Conducting a detailed analysis of the customer's business processes and requirements.
- Backlog definition
- Designing the system architecture: Defining the overall architecture of the solution: interaction between Telegram, DB, satu.kz, GPT, AI Agent
- Database architecture design.
- Development of Telegram-bot interface layouts and elaboration of user scenarios.

#### Results:

- A document with elaborated system architecture.
- Prepared Telegram-bot interface design.
- Description of business logic of request processing.
- Backlog for MVP1
- Timetable

### Phase 2: Interface prototype

#### Steps:

- Create an interactive prototype of the Telegram bot interface to demonstrate the main features.
- Conduct user testing and gather feedback from the customer and users to further refine the interface.

#### Results:

- Approved prototype
- Report with testing results and user feedback.
- Changes made to the interface based on the feedback received

### Phase 3: Telegram bot interface development

#### Steps:

- Developing the basic architecture of a bot in Telegram

- Creating buttons for user interaction
- Implementing in an interface using a regular keyboard that is displayed at the bottom of the chat screen for simplified selection.
- Handling button presses
- Interactive scenarios

Results:

- The bot interface is designed using buttons and keyboards, allowing the user to easily interact with the bot by making choices through button presses or using text commands.

## **Phase 4: Chat GPT Setup and Training**

Steps:

- Customizing the model to handle specific requests.
- Training the model taking into account the terminology and context specific to the client's business.
- Testing the quality of request processing.

Results:

- The GPT model is ready to understand user requests and generate accurate Commercial offers based on them.

## **Phase 5: Backend development and configuration**

Steps:

- Building a server infrastructure to process data and manage the interaction between bot and GPT.
- Setting up databases to store a database of items in stock

Results:

- The GPT model is ready to understand user requests and generate accurate Commercial offers based on them.

## **Phase 6: Integration with satu.kz**

Steps:

- Setting up API integration with satu.kz to automatically receive data on items and their attributes.

Results:

- Full integration with satu.kz and the ability to generate offers based on real data about items and their attributes

## **Phase 7: Internal testing**

### Steps:

- Checking correctness of work on interaction with satu.kz database and correctness of selection of items in Commercial offers.
- Conducting internal testing of the entire system, including various usage scenarios

### Results:

- Tested and fixed bugs based on feedback from the team.

## **Phase 8: User testing**

### Steps:

- Conducting user testing with the involvement of real users

### Results:

- Improved version of the bot tailored to the needs of users.

## **Phase 9: Deployment and Launching**

### Steps:

- Final bot deployment
- Supporting users in the process of mastering the system.

### Results:

- Stable work of the bot in production
- Customer Review: Final review and approval of the deployed bot. Discussion of long-term plans for support and further development of the project.

# RoadMap

<https://my.visme.co/view/dm1dpd8k-ac0-roadmap>

