**Project Overview**

This project aims to transition SNA's communication systems to Zoom for improved global presence, advanced IVR tools, and AI-driven features. The integration with quality assurance systems will enhance customer experience monitoring and response. The goal is to ensure a seamless transition without affecting service quality.

**Project Owners**:

* **Project Sponsor**: Shelley Tabernero
* **Project Manager**: Rain Asia

**Project Phases and Milestones**

**M1: Planning and System Assessment (2 Weeks)**

**Task 1.1: Kickoff Meeting**

* Define the project scope, deliverables, and timeline.
* Identify stakeholders, including technical, operational, and quality assurance teams.

**Task 1.2: System and IVR Assessment**

* Review current IVR systems, Odyssey CX integration, and communication channels.
* Identify potential risks and develop rollback procedures.

**Task 1.3: Resource Allocation and Risk Planning**

* Assign roles for migration, testing, and reporting.
* Identify high-risk areas, including system outages, and plan mitigation strategies (e.g., outage announcement systems).

**M2: Migration and Testing (Weeks 1-3)**

**Task 2.1: IVR Migration and Integration**

* Migrate all IVR systems to Zoom.
* Perform testing to ensure IVRs are correctly mapped and functional.

**Task 2.2: Outage Announcement Systems Setup**

* Establish systems to inform users of outages or disruptions in services.

**Task 2.3: Quality Assurance Integration Testing**

* Test integration with Odyssey CX, ensuring that call transcriptions, customer scoring, and ticketing integration function correctly.

**Task 2.4: Reporting and Validation**

* Validate reporting capabilities, ensuring that roll call records and reports meet hospitality brand requirements.
* Ensure reporting integrates seamlessly with Odyssey CX.

**Task 2.5: Rollback Setup**

* Establish rollback procedures for use if the migration encounters critical issues.

**M3: Final Testing and Cutover (Weeks 4-5)**

**Task 3.1: Final System Testing**

* Conduct comprehensive testing to ensure system stability and performance.
* Validate IVR functionality, call quality, and reporting accuracy.

**Task 3.2: Final Cutover**

* Perform the cutover to Zoom on the scheduled date (August 22nd).
* Monitor the system for any immediate post-cutover issues.

**M4: Post-Implementation Monitoring and Optimization (1 Month)**

**Task 4.1: Continuous Monitoring**

* Monitor the performance of Zoom integration, focusing on audio quality, IVR functionality, and ticketing integration.
* Track real-time feedback through Odyssey CX to ensure customer satisfaction.

**Task 4.2: User Feedback and System Optimization**

* Gather feedback from end-users and stakeholders to identify any issues or areas for improvement.
* Optimize IVR flows, reporting, and system integrations based on feedback.

**Task 4.3: Support and Maintenance**

* Implement short-term post-deployment support to address any emerging issues with Zoom or Odyssey CX.

**Project Milestones**

* **M1: Planning and System Assessment**
* **M2: Migration and Testing**
* **M3: Final Testing and Cutover**
* **M4: Post-Implementation Monitoring and Optimization**