

### **Agent Chat MVP Scope**

### Scope

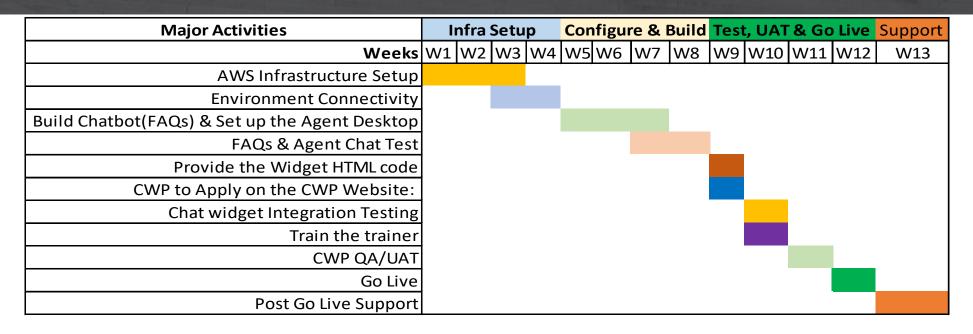
 To deploy a web-based chat widget on the City of Columbus Water and Power website that provides immediate customer support through FAQs and agent assistance, without requiring IVR system integration.

### MVP Agent Chat and FAQs Chatbot Feature List

- Chat Widget Placement: Bottom-right corner. Integrate to be Persistent on CWP website & up to 6 Subpages
- Chatbot Functionality (FAQs): Instant responses up to 20 static FAQs
- Agent Handoff Procedure: Handoff to Live Agent based on Trigger Points after collecting basic customer information.
- Additional Requirements: 24/7 Chatbot, Adjustable Live Agent Timings and City of Columbus Standard Stylings
- Reporting & Analytics: Daily/weekly chat volume, Top FAQs used, Average response time and Escalation rates



# Agent Chat MVP High Level Schedule



#### **Agent Chat MVP Assumption**

- No SSO integration to Agent Desktop
- No quick response to Agents
- No Integration to the CIS system or any systems
- FAQs will be provided by CWP All static
- CWP will provide the Lower environment for integrating the widget & Test





## **Agent Chat MVP Fees**

Agent Chat MVP Pricing	
Agent Chat MVP Implementation Fees	\$175,670 (Fixed)
Agent Chat MVP SaaS Fees	\$9,515(Yearly)*
<b>Total</b> (First Year)	\$185,185.00
Contingency	\$12,815.00
Contract Total	\$198,000.00

<sup>\*</sup>The annual SaaS fee for Agent Chat is \$22,837, due upon contract signature, with a yearly COLA applied for renewals. This proposal reflects a prorated amount for the 2025–26 contract period.



