

Software Agents Maturity Model

Maturity/ Qualifier	1 Basic	2 Menu - driven	3 General Purpose Oriented	4 Advanced	5 Optimised
Input	Text only is supported	Text and voice are supported	Text and voice are supported from any device and at any time	Text and voice are supported from any device and at any time	Text and voice are supported from any device and at any time
Language	The software agent is not connected to external databases. All knowledge is coded in the software agent itself or totally reliant on Google search facilities	The software agent is not connected to external databases. All knowledge is coded in the software agent itself	The software agent is connected to specialised databases relevant to the industry at hand	The software agent is connected to specialised databases relevant to the industry at hand, as well as to other databases of general interest such as legislation	The software agent is connected to specialised databases relevant to the industry at hand, as well as to other databases of general interest, plus the ability to provide multiple options to address the inquiry at hand
Databases Connection	The software agent is not connected to external databases. All knowledge is coded in the software agent itself or totally reliant on Google search facilities	The software agent is not connected to external databases. All knowledge is coded in the software agent itself	The software agent is connected to specialised databases relevant to the industry at hand	The software agent is connected to specialised databases relevant to the industry at hand, as well as to other databases of general interest such as legislation	The software agent is connected to specialised databases relevant to the industry at hand, as well as to other databases of general interest, plus the ability to provide multiple options to address the inquiry at hand
Principle-based	None	Only operates from a predefined menu	In-addition to available predefined menus, it can address general inquiries by using the organisation's policies and general practices	Can answer hypothetical questions if need be	Can answer hypothetical questions and analyse the probability of making it happen
Ability to Learn	None	None	Manual data gathering for basic reporting and trend analysis	Store findings for future use	Store findings for future use and keep the information up-to-date where applicable
Client Relationship	No further contact is made with the client after the call is closed	No further contact is made with the client after the call is closed	No further contact is made with the client after the call is closed	Follow-up contact is made with the customer if new information is detected and worth communicating	Follow-up contact is made with the customer if new information is detected and worth communicating
Customer Satisfaction	Customer satisfaction is not requested	Customer satisfaction is not requested	Customer satisfaction is requested	Customer satisfaction is requested and found positive	Customer satisfaction is requested and changes implemented if need be
Live Agent Handover	No handover is made	No handover is made	Handover to a live agent is made	Handover to a live agent is made	Handover to a live agent is made
Analytics	No analytical capability	No analytical capability	No analytical capability	Analytical capability in place	The analytical capability in place is appreciated by the customers
Business Impact	Software agents are unused	Software agents are rarely used. Preference is to deal with live agents	Software agents are frequently used	Software agents are trusted	Software agents have achieved their objectives