Vordia

READINESS & OPPORTUNITY BRIEF / REVIEWED V2

SAMPLE REPORT: THE BUSINESS AND FIGURES ARE FICTIONAL

A clearer decision.
A practical way forward.

YOUR BUSINESS QUESTION

Where could AI help our customer support team, and should we accept the WhatsApp chatbot a vendor has offered us?

Tiwa Home Services (fictional example) / Customer support team

Who answered: Head of customer support; authority limited to this team

CONSULTANT-REVIEWED

Consultant-reviewed findings. Read the material changes in the version record.

Everything here rests on what you and your colleagues told us, and nobody has independently verified it. This is advice, not a certification or a comparison with other organisations.

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THE SHORT ANSWER

Don’t sign yet. Decide by 30 November, with numbers.

PREPARE BEFORE PROCEEDING

Prepare first, and don’t accept the chatbot offer yet. Get every message in one place and count why customers write, then decide with the numbers in front of you. AI may suit you later, but not until you can say what it would replace.

Your customers may start to feel a difference before then, because the first fix doesn’t depend on the decision. One other thing can’t wait for the decision: customer addresses are going into a free AI tool today, so that comes first.

WHAT YOU CAN TELL YOUR MANAGING DIRECTOR

“We shouldn’t sign the chatbot offer yet. It would cost ₦2,290,000 in its first year, and we can’t yet say what share of our messages it could handle. I’d like until 30 November. By then we’ll have sorted out how messages are shared across the team, counted what customers ask and measured our reply times. You’ll get a written recommendation to accept, change or decline the offer, with those numbers beside it. One thing can’t wait: this week I’m setting a rule on customer details in AI tools.”

YOUR SITUATION, AS WE READ IT

A question about chatbots arrived before anyone had measured the problem.

Your customers write to one WhatsApp number that sits on three phones. Whoever sees a message first replies. Nobody can see who has answered what, and nothing is recorded.[3] When someone on your team is busy, in one colleague’s words, “people just wait.”[4]

Your managing director has heard the complaints and asked you to bring reply times down.[5] Then a vendor offered a WhatsApp chatbot at ₦850,000 to set up and ₦120,000 a month, and she wants an answer this month.[2] So “how do we reply faster?” has quietly turned into “chatbot or no chatbot?”

The difficulty is that nobody can yet say how many messages come in or how long replies take.[7] You think most are about prices and booking times, and you were clear that this is only your impression.[6] That honesty is what decides our answer, because the case for the chatbot rests on exactly what hasn’t been counted.

Meanwhile, two of your team have gone looking for help on their own. They draft replies in free ChatGPT and sometimes paste in customer addresses, and there's no rule about it.[10]

WHAT THIS MEANS

Four things we'd want you to see.

You may have two problems, and the chatbot touches only one.

Replies can be slow because your team is tied up answering the same questions, or because messages fall between three phones with nobody responsible. A chatbot could help with the first. It wouldn't fix the second: whatever it can't answer still lands on the same three phones, with no owner.[3,4]

The question you're asked most may be the one a chatbot can't answer.

Your team says the repeat questions are prices and when the artisan will arrive.[4] Prices are settled enough for a saved reply, with no AI at all. Arrival times live in a Google Sheet that connects to nothing.[8] A chatbot that can't see that sheet can only guess or pass the question on. One that can see it is only as good as the sheet's upkeep. The offer as you described it doesn't say which you'd get, so ask this before anything else.

₦2,290,000 is the figure to compare, not ₦120,000.

Set-up	₦850,000
Twelve months at ₦120,000	₦1,440,000
First year	₦2,290,000

After that it's ₦1,440,000 every year, plus staff time spent checking replies, which isn't priced anywhere yet.[2] Whether that's good value depends on what share of your messages it would handle, and that's the number you don't have.

Your team has shown you where AI might help, and created your most urgent risk.

Two colleagues using ChatGPT to draft replies is real evidence of where the work feels heavy, and asking them what they use it for costs nothing. But customer addresses are leaving the business with no record of where they went.[10] That's true today, whatever you decide about the chatbot, so it's the first step of your plan.

WHAT WE RECOMMEND

Prepare, then decide. Here's what we ruled out and why.

Your choice	What it gets you	Our view
Accept the offer now	A quick answer for your managing director.	Not yet. You'd commit ₦2,290,000 without knowing what it replaces, and the three phones problem stays.
Decline the offer now	Saves the money.	Not yet. Nothing you've told us rules out AI suggestions later, and you'd have no numbers to explain the refusal.
Ask for a small trial now	Lower risk than the full offer.	Not yet. With no count to compare against, you couldn't tell whether the trial worked. It's still on the table on day 22.
Prepare, then decide Our recommendation	A first fix that may speed up replies on its own, and a decision backed by your own numbers by 30 November.	It costs about eight hours of your time, plus any inbox fee.

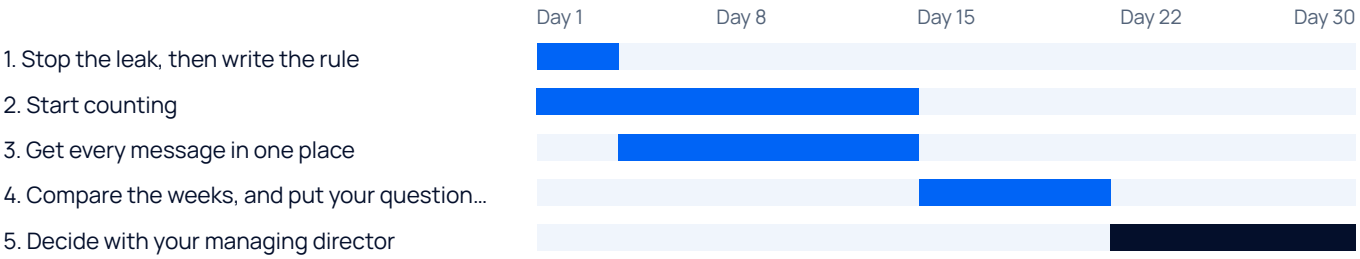
The risk in waiting: The vendor's price might not hold. Ask them to keep the offer open until 30 November. If they won't, you'd be weighing a possible price rise against a ₦2,290,000 commitment made without numbers, and we'd still wait.

What would change our answer: We'd look at a trial sooner if the vendor shows in writing that the chatbot can read your booking sheet, that a person can approve each reply and that it can start on one type of message. We've only heard the offer described, and we haven't seen the proposal.

YOUR PLAN

Five steps over 30 days, sized to your two hours a week.

You told us you can give this about two hours a week,[9] so we've kept your share to about eight hours (our estimate). Start by Monday 9 November and day 22 falls on 30 November, within your managing director's deadline.



Step 1. Stop the leak, then write the rule

Days 1–3 · You · About 2 hours

Today, ask the team not to paste customer details into free AI tools. Then ask your two colleagues, without blame, what they use it for, and write the rule with them.

You'll know it's done when everyone has read the rule and named the tools they use.

YOUR OPTIONS

Do it yourselves. Start from our free guide, A one-page AI policy for your staff. This is enough for the rule itself.

Ask a data protection adviser to check the wording. We'd do this whichever way you write it, because this report isn't legal advice.

Train the team with VIS.

VIS IS THE COMPANY BEHIND VORDIA

Nobody on your team has had AI training.[9] VIS runs practical training on using AI safely. That goes further than a written rule, so it's worth considering if you expect the team to keep using these tools. Quoted separately.

Step 2. Start counting

Days 1–14 · Your team · About 1 hour of yours

First agree one measure of reply time with your managing director, and what would count as fast enough. That figure is yours to set, because we don't have a fair number to give you. Then keep a sheet with a few agreed reasons for writing. Whoever answers marks one reason and the reply time for each conversation.

You'll know it's done when the count covers two full weeks, with a reason marked for most conversations.

No options here. A sheet is enough, and nobody outside your team could do this for you.

Step 3. Get every message in one place

Days 4–14 · You · About 3 hours

Set up during week one and switch on at day 8. That gives you a week of counting before the change and a week after. Write saved replies for prices and your most common questions, and name who keeps the prices current.

You'll know it's done when every new message is visible to the whole team, with a named person replying.

YOUR OPTIONS

Use a shared inbox tool. Before signing up, ask whether it works with your existing number and whether the three phones can keep working. Note the monthly price, so you can compare it with ₦120,000.

Ask your vendor whether they'll supply the inbox without the chatbot. The answer also tells you how flexible the offer is.

Change who does what, with no new tool. One named person holds the number each shift. It's free and quick, but you'll keep less of a record. Use it if the inbox has to wait.

Step 4. Compare the weeks, and put your questions in writing

Days 15–21 · You · About 1 hour

Set week one beside week two, and share the result in your regular update. Send the vendor these questions, and keep their answers:

- What is the total cost over twelve months, in writing?
- Can the chatbot read our booking sheet, and who keeps that connection working?
- What does it do when it can't answer, and who sees those conversations?
- Can a person approve each reply, and can we start on one type of message?
- Where are customer messages stored, and how do we leave if it doesn't work out?

You'll know it's done when you can state reply times before and after in your team's own numbers, and you have the vendor's answers.

More questions are in our guide, Questions to ask an AI vendor before you sign.

Step 5. Decide with your managing director

Days 22–30 · You and your managing director · About 1 hour

Meet on day 22, and use the days after that to write up the decision and tell the vendor. Your numbers will point to one of these four paths.

If replies now meet your measure

Decline the offer and spend nothing more. Run the count for one week each month, so you'll see if things slip.

If replies are still slow, mostly on questions with a fixed answer

Ask for a trial on one type of message, with a person approving each reply.

This vendor, if their written answers hold up.

This vendor and one other, so you have a second price to compare.

If replies are still slow, mostly on arrival times

Connect your bookings to where your team replies first. Until then, neither a person nor a chatbot can answer quickly.

Do it yourselves. Keep the sheet open beside the inbox, and have whoever books update arrival times. Try this first, because it may be enough.

Hire a developer if it isn't, and ask them to quote for a connection your team can maintain.

Have VIS build it.

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VIS builds custom software and connects systems like these. It would work from this plan. Quoted separately.

If the numbers aren't clear

Count for two more weeks, and tell your managing director why. A short delay is easier to undo than a contract.

You'll know it's done when a written decision exists, with the yearly cost beside it.

IF YOU WANT HELP

You can do most of this yourselves.

Two points in this plan may need more than your team has time or skills for: training (step 1) and connecting your bookings (step 5, if your numbers point that way). VIS, the company behind Vordia, does both. If you later decide against this vendor and still want AI replies, VIS builds AI systems around a defined problem, such as assistants that answer from approved information and pass harder questions to your team, and automation with people reviewing exceptions.

Any VIS work is quoted separately, and nothing in this report depends on it. It's yours to take to anyone.

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APPENDIX A: YOUR READINESS SCORE

Your readiness score: 34 out of 100

This score doesn't say your team is doing badly. It says that most of what a chatbot would depend on isn't in place yet.

Area	Score	What it means for this decision
Business alignment	**50**	The goal and the owner are clear. There's no agreed measure yet. Step 2.
Workflow readiness	**25**	Messages have no owner, and a chatbot would inherit that. Step 3.
Data readiness	**25**	Nothing is counted, so nobody can size the opportunity. Step 2.
Technology fit	**25**	WhatsApp and bookings aren't connected, which limits what any chatbot can answer. Steps 4 and 5.
People and adoption	**50**	The team is willing, with limited time and no training. Steps 1 and 3.
Governance and oversight	**25**	There's no rule, and customer details are already going into a free tool. Step 1.

Each area is rated from 0 to 4 against a written description, then shown out of 100 and weighted: business alignment 20%, workflow readiness 20%, data readiness 20%, technology fit 15%, people and adoption 15%, governance and oversight 10%. An area without a rating stays unknown and never counts as zero.

APPENDIX B: WHAT WE RELIED ON

What we relied on

The numbers in this report point to these statements. They're what you and your colleagues told us, and nobody has independently checked them.

1. "We are a 38-person home repair and cleaning business in Lagos, and I run the customer support team of six."

2. "A vendor has offered us a WhatsApp chatbot for ₦850,000 to set up and ₦120,000 a month. Our managing director wants an answer this month."

3. "Customers message one WhatsApp number that is shared across three phones. Whoever sees a message first replies, and there is no record of who answered what."

4. "Most of my day is the same questions about prices and when the artisan will arrive. If I am on another chat, people just wait."

Customer support agent; contributing colleague

5. “Customers complain about slow replies, and the managing director has asked me to bring reply times down. I own this decision for support, and she signs off the spending.”

6. “We don’t keep a count of what customers ask. I think most messages are about prices and booking times, but that is only my impression.”

7. “I do not know how many messages we get each day or how long our replies take.”

8. “We use WhatsApp Business on the phones and a Google Sheet for bookings. Nothing connects them.”

9. “I can give this about two hours a week, and the team is willing to try something new. Nobody has had any training on AI.”

10. “Two of my team use free ChatGPT to draft replies, and they sometimes paste in customer addresses. We have no rule about it.”

APPENDIX C: WHAT THIS REPORT DOESN’T COVER

What this report doesn’t cover

- Only the customer support team is in scope. These findings don’t establish the readiness of the wider business.
- We haven’t seen the vendor’s proposal or tested its product.
- The time estimates and the first-year total are our own working from what you told us.
- This is a sample. The business, people and figures are fictional, and any resemblance to a real organisation is coincidental.
- The Brief doesn’t include implementation, independent audits or certification, and it isn’t legal, tax, financial or regulatory advice.

Question for your consultant: Your follow-up window is still open. Can you share your first week’s count before it closes, so the conclusion can be checked against it?

What changed in review: Your plan: The consultant moved the staff rule to the first days of the plan, because customer addresses are going into a free tool today.

Babangida Tsowa, Founder and Chief Executive Officer of VIS, and the company stand behind the advice in every report Vordia publishes.

Reviewed v2 · Consultant-reviewed.

Want a report like this for your own business?

Start your assessment at https://vordia.vorbtech.com.ng

This sample describes a fictional business. Your report answers your own question, from what you tell us.