



Company Profile Chatbot Handover Document

Project Name: Company Profile Chatbot

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1. Project Overview

- € **Description:** Built with Dify, provides users with public company information, including name, logo, mission, products, industry position, achievements, structure, employees, locations, contact details, social responsibilities, competitors, and customers.
- € **Tech Stack:** DifyAI
- € **Deployment** For now, the chatbot is confirmed to be a standalone application, most likely a published bot on Dify. In the future, deployment options may be reassessed based on evolving requirements and potential integrations.

- € **Repository Link:**

- € Workflow link: [Company Profile - Dify](#)
- € Published chatbot link: [Company Profile - Dify](#)

1.1 Features and Functionalities

The Company Profile Chatbot provides users with structured and easily accessible company information, making research faster and more efficient. It offers two main features to cater to different user needs:

- **Basic Company Profile**
Users can request a summary of a company's profile, including its name, industry, and core offerings. This feature provides a quick overview, making it ideal for users who need essential information at a glance.
- **Detailed Company Profile**
Users can ask the bot for a comprehensive company profile containing in-depth details such as mission and vision, products and services, market position, achievements, corporate structure, employees, locations, and more. This feature is useful for those who require a deeper understanding of a company.

2. Prompt Engineering and Optimization

- € **Platform Used:** Dify



✎ **Model Type:** GPT-based. (GPT-4o)

✎ **Prompt Engineering & Optimization**

✎ **Prompt Development:**

- ☐ Designed and tested multiple prompt formats to ensure accurate and well-structured company profile responses.
- ☐ Refined prompt wording to improve clarity, engagement, and relevance for different user queries.

✎ **Response Generation:**

- ☐ Adjusted model parameters to balance coherence, informativeness, and conciseness.
- ☐ Relied on the LLM's ability to look up data dynamically, ensuring up-to-date company details.

✎ **Iterative Refinement:**

- ☐ Monitored chatbot interactions to refine prompt structures and improve response quality.
- ☐ Continuously optimized prompts based on testing and user feedback to enhance reliability.

3. Maintenance & Monitoring

✎ Logging & debugging process

✎ Please refer to [Service Level](#) Section

4. User Acceptance Testing (UAT) & QA

To ensure the chatbot delivers accurate and relevant company information, we designed a structured testing process based on its core features.

4. 1 Testing Approach:

- Users should interact with the chatbot using a structured prompt format to ensure consistency.
- The chatbot's responses should be assessed for accuracy, clarity, and completeness to verify the quality of information provided.



Sample Test Scenarios & Prompt Structure: Positive Prompts Testing & Expected Behavior (Passed or Failed):

| Feature | Example User Prompt | Expected Outcome | Status |
|-------------------------|--|---|--------|
| Company search | "Create a company profile of cloudstaff" | The chatbot provides users with the option to choose between a basic or detailed company profile. | Passed |
| Basic company search | "Basic" | The chatbot provides users with a basic company profile overview. | Passed |
| Detailed company search | "Detail" | The chatbot provides users with a detailed company profile details. | Passed |

Prompt Testing and Output example:

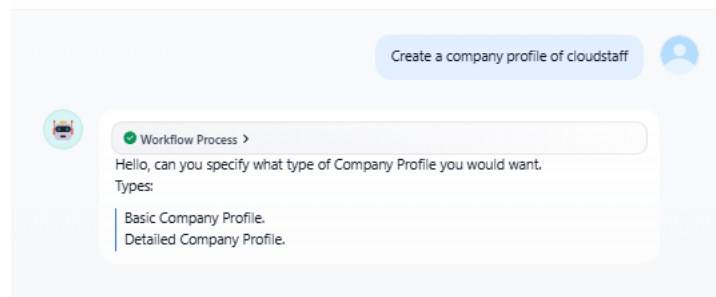


Figure 1. Company Search

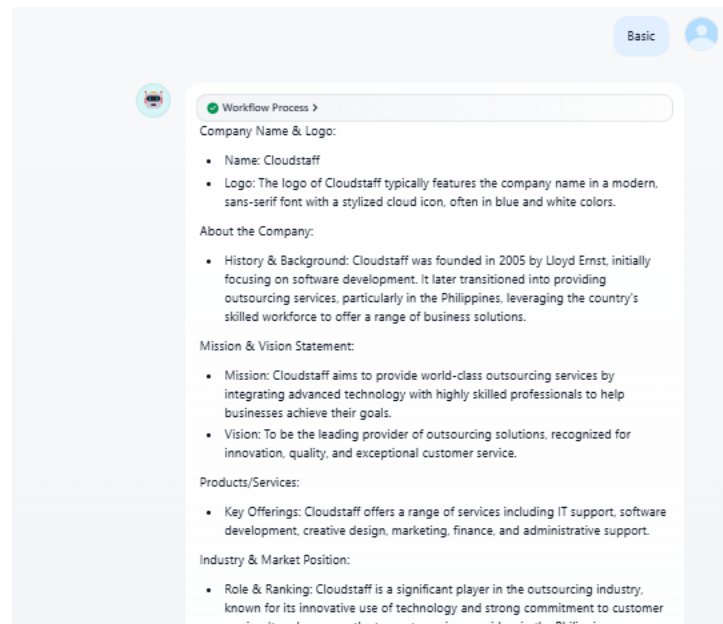


Figure 2. Basic Company Profile

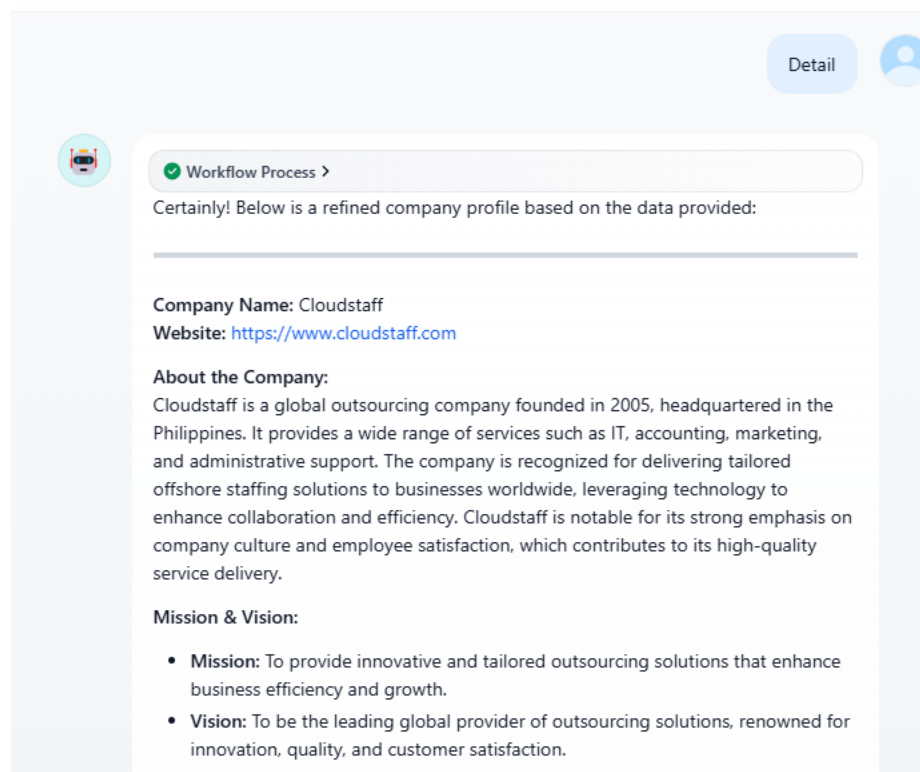


Figure 3. Detailed Company Profile

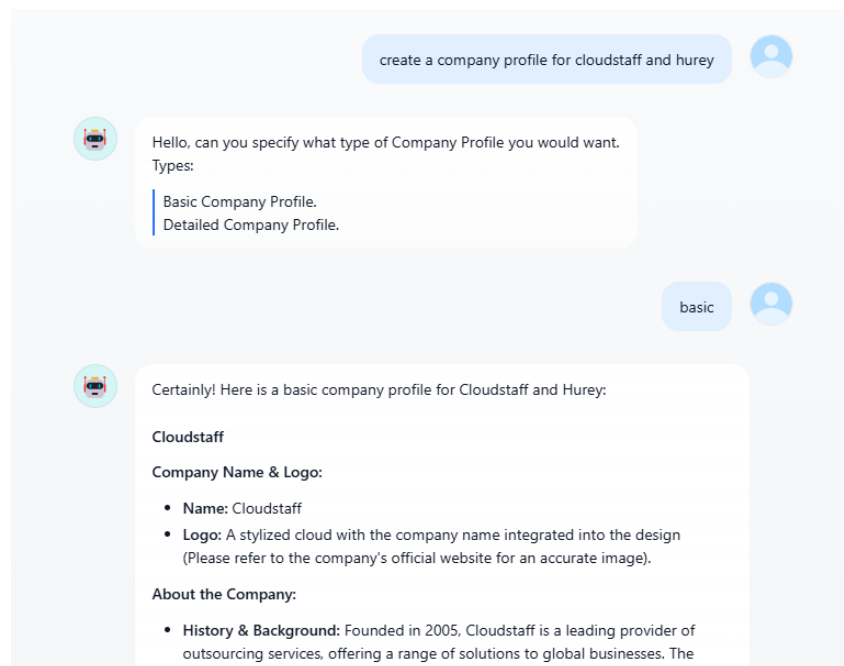


Edge Cases & Expected Behavior

To ensure the chatbot handles **unexpected scenarios gracefully**, we have outlined **edge cases and negative test cases** covering **errors, incorrect inputs, and system limitations**.

| Edge Case | Example User Input | Expected Chatbot Behavior | Actual Result | Status |
|--------------------------|--|---|--|--------|
| Multiple company profile | "Create a company profile for Cloudstaff and Hurey". | The chatbot provides a basic or detailed company profile for each company provided. | The chatbot provided company profile for Cloudstaff and Hurrey. | Passed |
| Non-Existent Company | "Create a company profile for XYZ123Corp." | The chatbot will not provide a company profile. | The chatbot created a company profile for "XYZ123Corp" with no details. | Failed |
| Non-Existent Company | "Create a company profile for normanMorpsC ompany" | The chatbot will not provide a company profile | The chatbot provided a template instead because "normanMorpsComp any" is not a real company. | Passed |
| Invalid Input Type | "Create a company profile for @#\$%!" | The chatbot will not provide a company profile. | The chatbot did not create a company profile for "@#\$%!" | Passed |

Prompt Testing and Output example:



Hurey

Company Name & Logo:

- **Name:** Hurey
- **Logo:** [Description not available; please check the official website for details]

About the Company:

- **History & Background:** Limited information available; please verify from Hurey's official resources for accurate historical data.


Mission & Vision Statement:


- **Mission:** Not explicitly stated; please refer to official publications.
- **Vision:** Not explicitly stated; please refer to official publications.

Products/Services:


- **Key Offerings:** Specific products and services not documented; please verify with


Figure 4. Multiple company profile

Create a company profile for XYZ123Corp. 

 Hello, can you specify what type of Company Profile you would want.
Types:

- Basic Company Profile.
- Detailed Company Profile.

basic 

 Company Profile: XYZ123Corp

Company Name & Logo:

- **Name:** XYZ123Corp
- **Logo:** [Description not provided]

About the Company:

- **History & Background:** XYZ123Corp was founded in [founding year not provided]. Over the years, it has experienced significant growth and development in its field. [For specific historical data, please verify from reliable sources like the company's official website or industry reports.]

Mission & Vision Statement:

Figure 5. Non-Existent Company

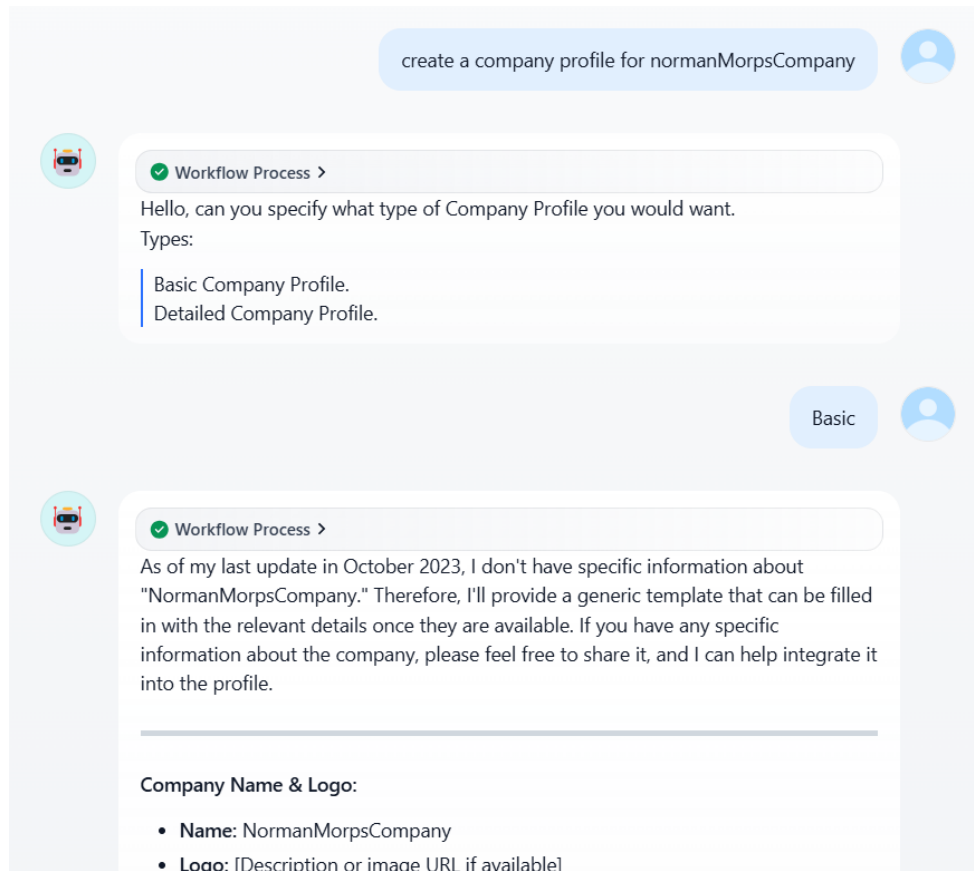


Figure 6. Non-Existent Company

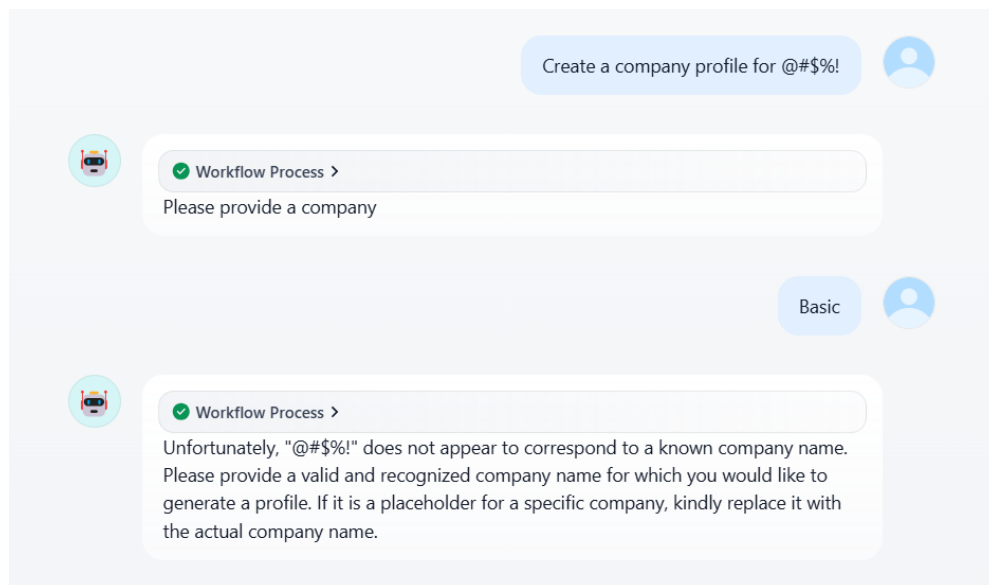


Figure 7. Invalid Input Type

Ambiguous Testing & Expected Behavior

| Ambiguous Test Case | Example User Input | Expected Chatbot Behavior | Actual Result | Status |
|------------------------------|---------------------------|--|---|----------|
| Vague Profile Request | Give me details. | <i>The Chatbot would reply "Please Provide a Company."</i> | <i>The chatbot replied with "I don't have access to that information right now."</i> | Failed.. |
| Generic Query | Tell me about a company. | <i>The chatbot would reply "Please provide a company."</i> | <i>The chatbot replied with "I don't have access to that information right now."</i> | Failed. |
| Incomplete Input | Create a company profile. | <i>The chatbot would reply "Please provide a company."</i> | <i>The chatbot would ask if basic or detailed then say "please provide a company"</i> | Passed. |

Prompt Testing and Output example:

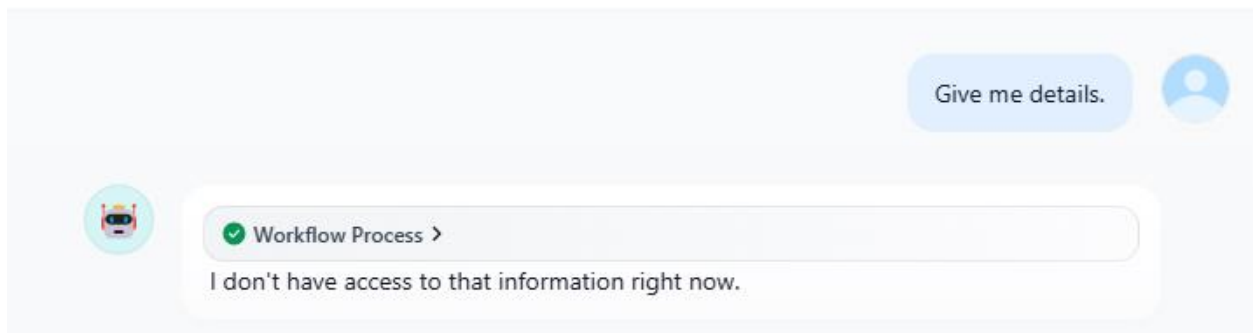


Figure 8. **Vague Profile Request**

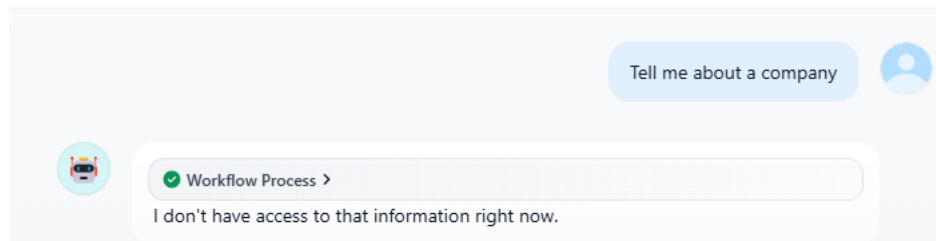


Figure 9. **Generic Query**

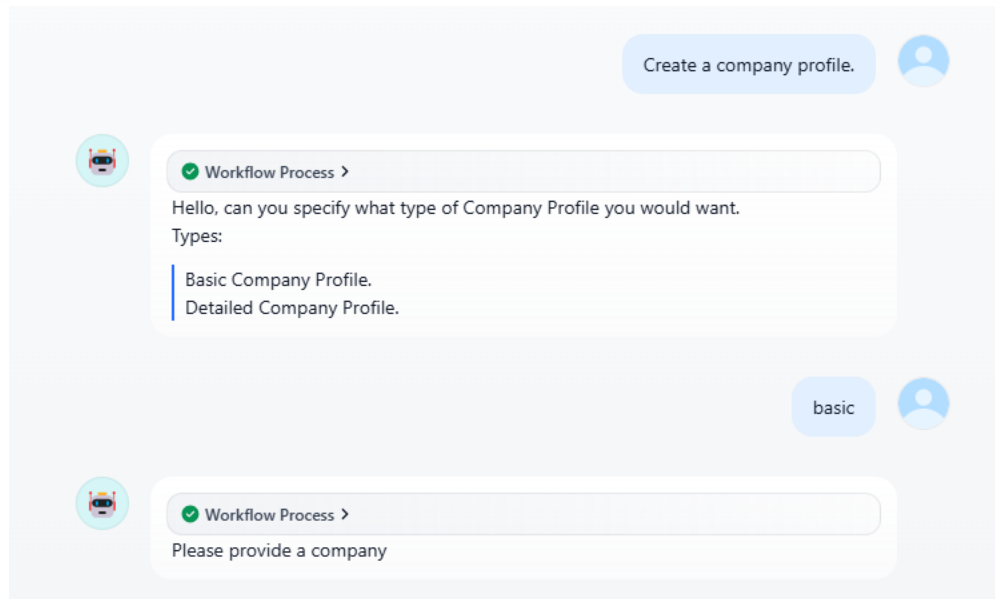


Figure 10. Incomplete Input

Future Enhancements:

- Allow users to edit the Company Profile before finalizing it.
- Provide an API for downloading the Company Profile.

Acceptance Criteria:

- The chatbot should provide accurate and relevant company information based on user queries.
- Users should be able to choose between a basic or detailed company profile.
- The chatbot should generate responses that are structured, clear, and easy to understand.

5. Future Refinement

- ✗ API integration
- ✗ Real-time information

6. Service Level

6.1 Service Details

- **Service Name:** Company Profile Chatbot
- **Service Provider:** Cloudstaff



- **Client/Business Unit:** HubStaff
- **Effective Date:** [TBA]
- **Review Date:** Quarterly

6.2 Service Scope

- The Chatbot will be accessible through [\[Dify Published Link\]](#)
- It will handle various types of queries, including:
 - General company information (e.g., name, industry, history)
 - Mission, vision, and core values
 - Products and services
 - Corporate structure and key personnel
 - Achievements, partnerships, and competitors
 - Contact details and office locations
- Operating hours: 8:00am – 5:00 pm Monday – Friday.
- Language Support: English, Tagalog

6.3 Service Availability

- **Uptime Commitment:** 99.5% availability per month
- **Scheduled Maintenance:** 2pm every Friday
- **Emergency Downtime Notification:** Atleast 2 Hours notice.

6.4 Response & Resolution Times

| Issue Type | Examples | Response Time | | Resolution Time | |
|-----------------|---|-----------------------|----|----------------------|------|
| Critical | Chatbot is completely unresponsive, fails to generate responses. | Within minutes | 30 | Within hours | 4-24 |
| High | Major functionality issues (e.g., incorrect company details, chatbot not retrieving complete profiles). | Within hours | 1 | Within hours | 24 |
| Medium | Minor issues (e.g., formatting inconsistencies, incomplete responses). | Within hours | 4 | Within business days | 3-5 |
| Low | UI improvements, minor content refinements. | Within business day/s | 1 | Within weeks | 1-2 |



6.5 Performance Metrics

- **Response Time:** 95% of queries answered within 5 seconds
- **Resolution Rate:** 90% of issues resolved within the first interaction
- **User Satisfaction Score (CSAT):**TBA

6.6 Escalation Process

Level 1: [Support Team] – Initial triage & troubleshooting

Scope:

- **Basic issue identification and resolution:** The Support Team will handle simple chatbot issues related to responses, UI bugs, and minor glitches. Examples include:
 - Incorrect company details in responses (e.g., wrong company name, outdated contact info).
 - Unresponsiveness or failure to generate a response.
 - Formatting or phrasing inconsistencies in chatbot-generated company profiles.
 - Minor UI-related issues (e.g., text display errors).
- **Escalation:** If the issue cannot be resolved within 30 minutes, escalate to the Technical Team (Level 2) for deeper investigation. This includes cases like chatbot unresponsiveness or failures in retrieving company data.
- **Key Team Members:**
 - @Lou Guerrig (LouMe) Mendoza
 - @Paolo Gabriel (PaoN) Nievera
 - @Carl Adrian (AdrianMe) Mendoza
 - @Kervin Amiel josh (KervinC) Canlas

Level 2: [Tech Team] – Escalation for deeper assessment

Scope:

- The Technical Team is responsible for troubleshooting more complex chatbot functionality issues that require a deeper technical investigation. These include:
 - Issues affecting chatbot accuracy in retrieving company profile information.
 - Problems related to conversation flow and handling user queries correctly.



- Inconsistent or missing company details (e.g., incomplete mission/vision statements, missing product descriptions).
- Troubleshooting chatbot performance slowdowns or unexpected errors.
- **Escalation:** If unresolved or requiring platform modifications, escalate to Management/Engineering (Level 3).
- **Key Team Members:**
 - @Andrei (AndreiC) Cagungun
 - @Teree Mari (TereeC) Cabanayan

Level 3: [Support, Management, and Engineering] – Final resolution & fixes

Scope:

- The Engineering and Management Team is responsible for resolving systemic, platform-level, or deep structural issues affecting chatbot performance and reliability. These include:
 - Major functionality breakdowns, such as chatbot-wide failures in retrieving company profiles.
 - Persistent inaccuracies in data retrieval, requiring adjustments in how company information is structured and processed.
 - Backend system failures, including potential architecture inefficiencies affecting chatbot performance.
 - Root cause analysis and system-wide fixes to prevent recurring issues in company profile responses.
 - Platform scalability improvements for future-proofing chatbot capabilities.
 - Implementation of long-term enhancements, such as refined company profile structuring and improved search algorithms (if introduced in future updates).
- **Key Team Members:**
 - @Jose Andrei (DrewF) Fajardo
 - @Jerahmeel (JerahmeelT) Tatcho
 - @Sean Calvin (CalvinR) Ramos
 - @Klod Lorenz (KlodB) Bondoc
 - @Mareiya Louise (YelMu) Muñoz
 - @Norman Miguel (NormanM) Magcalas
 - @Paul Trustan (PaulYu) Yumang



Quality Assurance: [UAT, Testing]

- **Scope:**

The QA team is responsible for validating the chatbot's features and ensuring it meets performance expectations before deployment. This includes:

- **User Acceptance Testing (UAT):**

- Ensuring the chatbot provides accurate and relevant company information for all types of user queries.
- Verifying the chatbot correctly generates both summarized and full company profiles without errors.
- Checking that the chatbot understands and responds correctly to common variations of company-related questions (e.g., "Who is the CEO?" vs. "Tell me about the company leadership").

- **Functionality Testing:**

- Ensuring all core chatbot functions work as intended, including proper company profile retrieval, formatting, and structured responses.
- Validating chatbot responses for accuracy, completeness, and consistency in delivering company information.
- Testing the chatbot's ability to handle incorrect or ambiguous queries gracefully.

- **Performance & Response Testing:**

- Measuring response times to ensure the chatbot provides fast and efficient replies.
- Identifying and fixing delays or slow responses in retrieving company details.

- **Bug and Defect Identification:**

- Testing for **edge cases** where the chatbot might fail to provide relevant or accurate company information.
- Identifying issues not caught in earlier testing phases to ensure chatbot reliability.

- **Key Team Members:**

- @Lou Guerrig (LouMe) Mendoza
- @Paolo Gabriel (PaoN) Nievera
- @Carl Adrian (AdrianMe) Mendoza
- @Kervin Amiel josh (KervinC) Canlas

6.6.1 Escalation Diagram

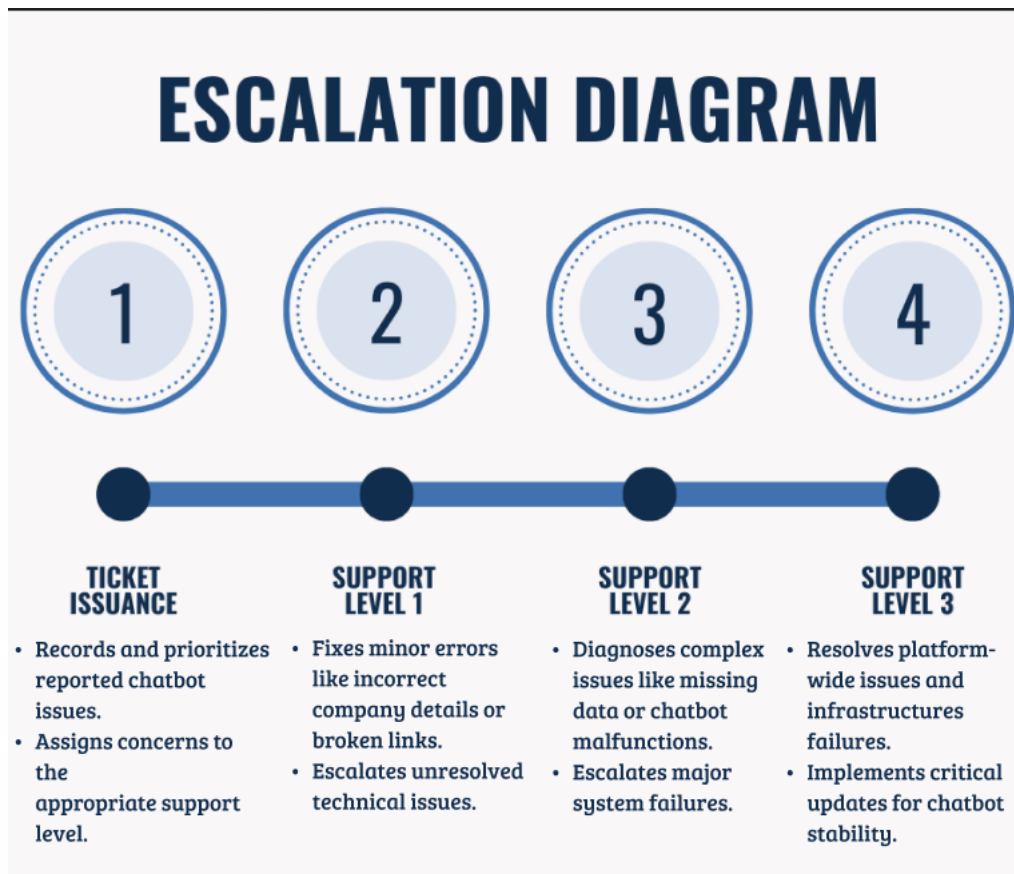


Figure 11. Escalation Diagram

7. Support & Maintenance

- **Regular Updates & Enhancements:** [TBA]
- **Bug Fixes & Improvements:** [TBA]
- **Monitoring Tools Used:** To be determined after initial implementation review (suggest quarterly reviews).

8. Limitations & Exclusions

- The chatbot relies entirely on the LLM for knowledge, which may result in outdated or incorrect information.
- It is not responsible for external issues such as network failures, third-party service downtime, or manual data entry errors.
- Custom feature requests require 5-10 business days for evaluation.



9. Review

- SLA is reviewed quarterly for performance assessment.

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