



Software Engineering Project - September'25

Sync'em

An AI-powered assistant app that helps HR and project managers efficiently allocate projects based on employee skills and availability, while providing a chatbot for employees for quick HR policy queries.

Team Members

1. AKBAR ALI | 23f1002997
2. DEON LEVON DMELLO | 21f3002473
3. D NARENDRAN | 22f3002698
4. SAMPRITI RAHA | 22f1000064
5. SAYAN BHOWMICK | 22f3001657
6. SOHAM CHAKRABORTY | 23f1001783
7. TELVIN VARGHESE | 22f2001640
8. TUMMALA NAVEEN | 22f3002759



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User Identification

Primary, secondary, and tertiary users involved in the Project Allocation Assistant App, detailing their roles in managing project assignments, monitoring workload balance, and maintaining the HR chatbot system.

User Stories

Primary, secondary, and tertiary users interact within the Project Allocation Assistant App to allocate projects efficiently, oversee workforce utilization, access HR policy information, and ensure smooth system functionality.

User Identification

1

PRIMARY USERS

- HR Managers: Manage employee information, skill sets, and availability to allocate projects efficiently while ensuring HR policy compliance.
- Project Managers: Assign team members to projects, monitor workload balance, and track progress for timely project delivery.

2

SECONDARY USERS

- Department Leads: Oversee multiple teams to analyze workforce utilization, identify allocation trends, and improve departmental efficiency.
- Employees: View their assigned projects, receive fair workload distribution, and use the chatbot to clarify HR policies or request changes.

User Identification

3

TERTIARY USERS

- Auditors / Compliance Officers - May access reports to ensure HR and project allocation policies are being followed transparently.
- IT Administrators / Security Team - Responsible for configuring, managing, and auditing the system's Role-Based Access Control (RBAC) policies. They ensure that all user types (from executives to auditors) have the appropriate permissions, protecting sensitive data and maintaining system integrity.

User Stories

1 PRIMARY USERS

Without GenAI :

1

As a Product Manager, I want to make structured framework to capture and refine client requirements so that the final solution aligns with their actual needs.

2

As a Product Manager, I want to access to an employee's skill profile and past performance data so that I can assess their fit before assigning critical work.

3

As a Product Manager, I want to send client updates (reports, dashboards, alerts) so that clients remain informed about progress and blockers.

4

As an HR Manager, I want to maintain a centralized HR policy repository so that employees can access information consistently.

5

As an HR Manager, I want to schedule periodic performance reviews so that employees receive structured feedback throughout the year.

User Stories

1 PRIMARY USERS

With GenAI :

1

As a Product Manager, I want to use a GenAI-powered tool that can create a structured framework for capturing and refining client requirements, so that the final solution accurately aligns with their true needs.

2

As a Product Manager, I want to use a GenAI tool that provides access to an employee's skill profile and past performance data, so that I can evaluate their suitability before assigning critical tasks.

3

As a Product Manager, I want to use a GenAI tool that automates client updates through reports, dashboards, and alerts, so that clients stay informed about project progress and potential blockers.

4

As an HR Manager, I want to use a GenAI-powered system to manage a centralized HR policy repository so that employees can easily access accurate and up-to-date information at any time.

5

As an HR Manager, I want to use a GenAI-driven tool to automate and optimize the scheduling of periodic performance reviews so that employees receive timely and structured feedback throughout the year.

User Stories

2 SECONDARY USERS

Without GenAI :

1

As a Department Lead, I want to generate workforce utilisation reports manually through filters **so that** I can assess productivity by team or project.

2

As a Department Lead, I want to view aggregated data of ongoing projects **so that** I can evaluate department efficiency.

3

As an Employee, I want to browse HR FAQs and documents **so that** I can find answers without waiting for HR responses.

4

As an Employee, I want to submit leave and reimbursement requests via forms **so that** I can track my requests efficiently.

5

As an Employee, I want to search for and view a list of skill improvement and learning courses **so that** I can choose the ones that help me grow in areas relevant to my career.

User Stories

2 SECONDARY USERS

With GenAI :

1

As a Department Lead, I want to assign projects automatically based on employees' skills, past performance, and current workload so that resource allocation becomes data-driven and efficient.

2

As a Department Lead, I want GenAI to generate monthly insights on workforce utilization trends so that I can make informed resource and hiring decisions.

3

As an Employee, I want to receive GenAI based feedback summaries quarterly so that I can track my performance and make proactive improvements.

4

As an Employee, I want GenAI chatbot to provide me with instant answers to HR-related queries (e.g., dress code, leave, WFH, travel) so that I don't have to wait for my manager to address trivial questions.

5

As an Employee, I want GenAI to give me personalised recommendations for skill improvement and learning courses so that I can grow in areas relevant to my career.

User Stories

3

TERTIARY USERS

Without GenAI :

1

As a Developer, I want to maintain rule-based allocation and reporting modules
so that the system functions reliably.

2

As a Support Engineer, I want to ensure uptime, security, and data accuracy in all modules
so that user experience remains smooth.

With GenAI :

1

As a Developer, I want to train and update the GenAI model with new HR policies and company data
so that the chatbot provides accurate, current information.

2

As a Support Engineer, I want to monitor chatbot performance and retrain models as needed
so that user satisfaction and accuracy remain high.