1. Functional Scope

- Will the system support **text-based interactions (chatbot)** or require **speech integration (TTS/STT)**?
- Should users be able to engage in **free-flow conversations**, or will predefined scripts be used?
- Does the chatbot need to **remember past conversations** for personalized responses?
- Should the system include **advanced sentiment analysis** to adjust responses based on user emotions?

2. Target Audience

- Who are the primary users? (Young adults, seniors, individuals with mental health concerns, etc.)
- Will users interact with the chatbot through a **web app, mobile app, or both**?
- Is **multilingual support** required?

3. Security & Privacy

- Should user data be **encrypted** and comply with **GDPR, HIPAA, or other privacy regulations**?
- Will users have the option to **delete their personal data** after conversations?

4. Technology & Integrations

- Does the system need to connect with other platforms (e.g., Messenger, Zalo, Telegram)?
- Is API integration required for CRM systems or **electronic health records (EHR)**?

5. Success Criteria

- How will the chatbot's success be measured? (User satisfaction, engagement rates, etc.)
- Should the system generate **analytics and reports** on user sentiment trends?