**8. Functional Requirements**

**User Experience Expectations**

* Support for Natural Language Processing (NLP) to enable human-like conversations.
* Intuitive and user-friendly interface for seamless interaction.
* Personalization of responses based on user preferences, history, and behavior.
* Ability to provide proactive suggestions and recommendations.
* Support for accessibility features such as multilingual support and voice navigation.
* Inclusive design with features for differently-abled users.

**Business Requirements**

* Multi-channel communication support (IVR, chat, mobile apps, websites, social media).
* Consistent experience across all channels to enhance brand trust.
* Comprehensive reporting features to track interactions, success rates, and customer satisfaction.
* Real-time dashboards for monitoring customer behavior and operational efficiency.
* Advanced analytics including predictive and prescriptive analysis for better decision-making.
* Compliance with data privacy regulations such as GDPR to safeguard customer data.

**System Requirements**

* Seamless integration with CRM systems and enterprise applications.
* High system availability with 99.9% uptime and disaster recovery measures.
* Fast response times (less than 2 seconds) and ability to scale under high loads.
* Robust security mechanisms including encryption, multi-factor authentication, and regular audits.
* Performance monitoring through metrics such as uptime, response speed, and scalability.
* Modular architecture and APIs for future expansions and integrations.