**II. Key Features Necessary for the Application**

**A. Core Chatbot Functionality:**

1. **Intent Recognition:**
   * When a user types "leave," it should present options: "Apply Leave," "Check Leave Balance," "View Leave History," "Cancel Leave."
2. **Interactive Conversation Flow:**
   * **Contextual Understanding:** Remember previous inputs to provide a more personalized experience (e.g., if a user just applied for leave, the bot can follow up with "Your request has been submitted to your manager. Would you like to check your leave balance now?").
3. **Leave Request Submission:**
   * **Leave Type Selection:** Sick Leave, Casual Leave, Annual Leave, Maternity Leave, Paternity Leave
   * **Date Selection**
   * **Reason for Leave**
   * **Attachment Option (Optional):** For sick leave, uploading medical certificates.
   * **Confirmation**
4. **Leave Balance Inquiry:**
   * **Real-time Balance**
5. **Leave Status & History:**
   * **View Pending Requests:** that are awaiting approval.
   * **View Approved/Rejected Leaves**
   * **Cancellation Option:** Allow users to cancel pending leave requests.
6. **Notifications and Approvals:**
   * **Manager Notification:** Automatically notify the relevant manager
   * **Approval/Rejection by Manager**
   * **Employee Notification:** Inform the employee about the status of their leave request (approved/rejected)

**B. Backend/Integration Features--**

1. **User Authentication:**
   * Login through Employee code
   * Ensure that only authorized employees can access their leave data.
2. **Database Management:**
   * A system to store employee information (ID, name, department, manager).
   * A system to store leave policies (leave types, maximum leaves, carry-forward rules).
   * A system to store leave requests and their status.
3. **Integration Capabilities:**
   * **Calendar Integration:** (Optional) Allow approved leaves to be added to team calendars (e.g., Outlook Calendar).
   * **Communication Channel Integration:** Deployable on platforms like Mail, Microsoft Teams.