

Student Chatbot

Application Overview

With so many resources available to students it would be really nice if there were a digital assistant to help navigate the path to learning the technical skills and soft skills all while preparing for our job search.

The ChatBot is a universal chat agent that can help students before, during, and after the cohort as they look for resources to help with a job interview, request sample interview questions, or ask for reminders to send a follow-up to an employer.

Users

User Type	Description
Student	A student that is requesting information from the Chatbot
Administrator	An administrator who has control over the system's ability to classify and respond to commands.

Minimum Viable Product

The following User Stories are the functionality required to build the “Minimum Viable Product”.

All must be completed in order for the project to be successfully completed.

Greet User

As a new student, I want to be greeted and asked my name.

Ask for Help

As a student who doesn't know what question to ask, I need to be able to ask for help to see a list of common commands or questions so that I can know what to say to the bot.

Provide a List of Pathway Resources

As a student looking for assistance in *category X*, I need the ability to see a list of resources that match my requested search criteria.

Sample categories may include: *writing a cover letter, preparing for an interview, following up with employers, identifying speakers*

Resources can consist of:

- Links to useful websites
- Relevant documents or videos
- Short messages with an answer

Provide a List of Technical Resources

As a student looking for assistance in *category X*, I need the ability to see a list of resources that match my requested search criteria.

Sample categories may be: *encapsulation, inheritance, sql joins,*

Resources can consist of:

- Links to useful websites
- Relevant documents or videos
- Short messages with an answer

View Upcoming Events

As a student who has a very busy schedule, I need to be able to ask for and view upcoming events for the next 7 days.

View Matchmaking Itinerary

As a student who is participating in matchmaking, I need the ability to view my matchmaking itinerary.

Receive Reminder

As a student who wants to follow up with an employer, I need the ability to request a reminder for any task in *X minutes/hours/days*.

Get Motivational Quotes

As a student who is looking for a job or preparing for an interview, I need the ability to ask for and receive a motivational quote to push me through the job search process.

Optional Features

The following User Stories are ideas for optional features that can be added to the application after all MVP functionality is complete.

Remember User

As an existing user who has already given my name, I want to be greeted by that name whenever I communicate with the bot.

Change Name

As a user who has already given my name, I want to be able to change my name so that the bot greets me by name.

Progressive Messaging

As a student, I want the bot to reach out periodically and remind me what I need to be working on this week as part of my job search.

Support SMS Chat

As a student, I want to be able to use SMS as a way to communicate with the bot.

Support Facebook Chat

As a student, I want to be able to use Facebook Messenger as a way to communicate with the bot.

Chat Analytics

As a user, I want to see a list of the top 5 commands that are requested by students.

Offer Command Variations

As a student, I want the system to improve over time by learning what other students say so that I can request for assistance in a way that seems natural to me.