As a chatbot user I want to:

Be able to type questions into a text box

Be able to submit questions into a text box by pressing a “Submit” button

Be able to receive detailed responses back to my questions

Be able to be provided links to articles and or posts related to my question’s root focus

Be able to receive answers related to loading questions

Be able to receive answers related to packing questions

Be able to receive answers related to driving questions

Be able to receive answers related to unloading questions

Be able to receive answers related to safety questions

Be able to be directed to the chatbot if none of the FAQ posts are useful by pressing “Chatbot” button

Be able to be provided links to FAQ posts related to my questions

Be able to provide feedback on individual responses

Be able to switch between FAQ and chatbot without losing state

Slight modification to:

As a “ Chat Artificial Intelligence Help Manager” I want to:

* Be able to “read” questions submitted by a user into a text box when pressing a “Submit” button
* Be able to provide detailed responses back to my questions
* Be able to provide links to articles and or posts related to my question’s root focus
* Be able to provide answers related to loading questions
* Be able to provide answers related to packing questions
* Be able to provide answers related to driving questions
* Be able to provide answers related to unloading questions
* Be able to provide answers related to safety questions
* Be able to have the user directed to me if none of the FAQ posts are useful by pressing “Chatbot” button
* Be able to provide links to FAQ posts related to the user’s questions
* Be able to receive feedback on responses from the user
* Be able to maintain my state even when the user switches between FAQ and myself without losing state

-BAQ : changed to perspective of the chatbot, but same principals