Data Warehouse/Analytics

- Data Inconsistency detected
- Stored data were not optimized
- Data Retrieval was slow
- Data Visualizations were inaccurate
- Database Tables Design were bad

Customer Experience

- Customers entered invalid/wrong username/password
- Customers wanted to downgrade to "Free Account"
- Customer wanted to upgrade to "Personal + Account"
- Users entered wrong/invalid payment method
- Customer complaint of inappropriate interactions/conversation.
- Customers wanted to upgrade to "Business Account"
- Customers uploads failed.
- User Interface was slow and clunky
- Customer were not able to access learning materials & Examinations
- Conversation /Interaction with chatbot was not engaging

Personal Chatbot Integration + AI

- Responses were not personalized
- Sensitive Information revealed in AI Response !!!
- Teacher Persona/Interactive Learning was not effective.
- Conversation / Context was not remembered
- AI generated Misleading & Irrelevant Responses (Text/image) (Hallucination)
- AI Response Length was not optimized / easily readable
- Conversation / Interaction With Chatbot was not logged
- Inappropriate User prompt detected !!!
- More Training Data Needed

Integration & API

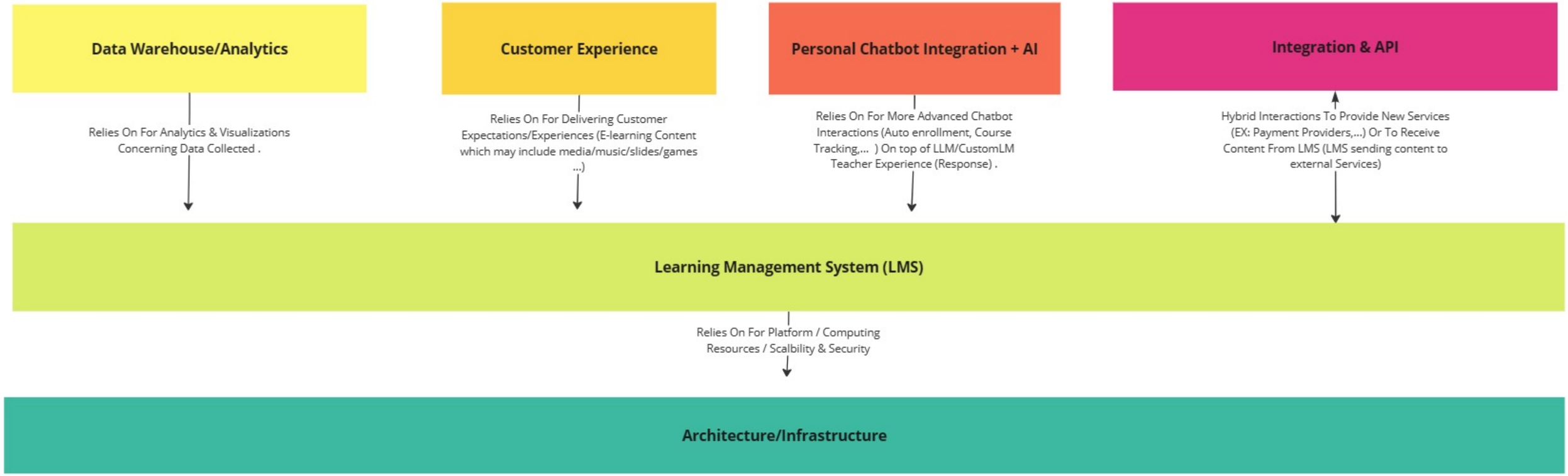
- Customer Bank Account blocked and/or declined !!!
- Customer Information was not updated / wrongly updated
- Uploaded file exceeded threshold filesize detected !!!
- Issue with payment processor gateway detected

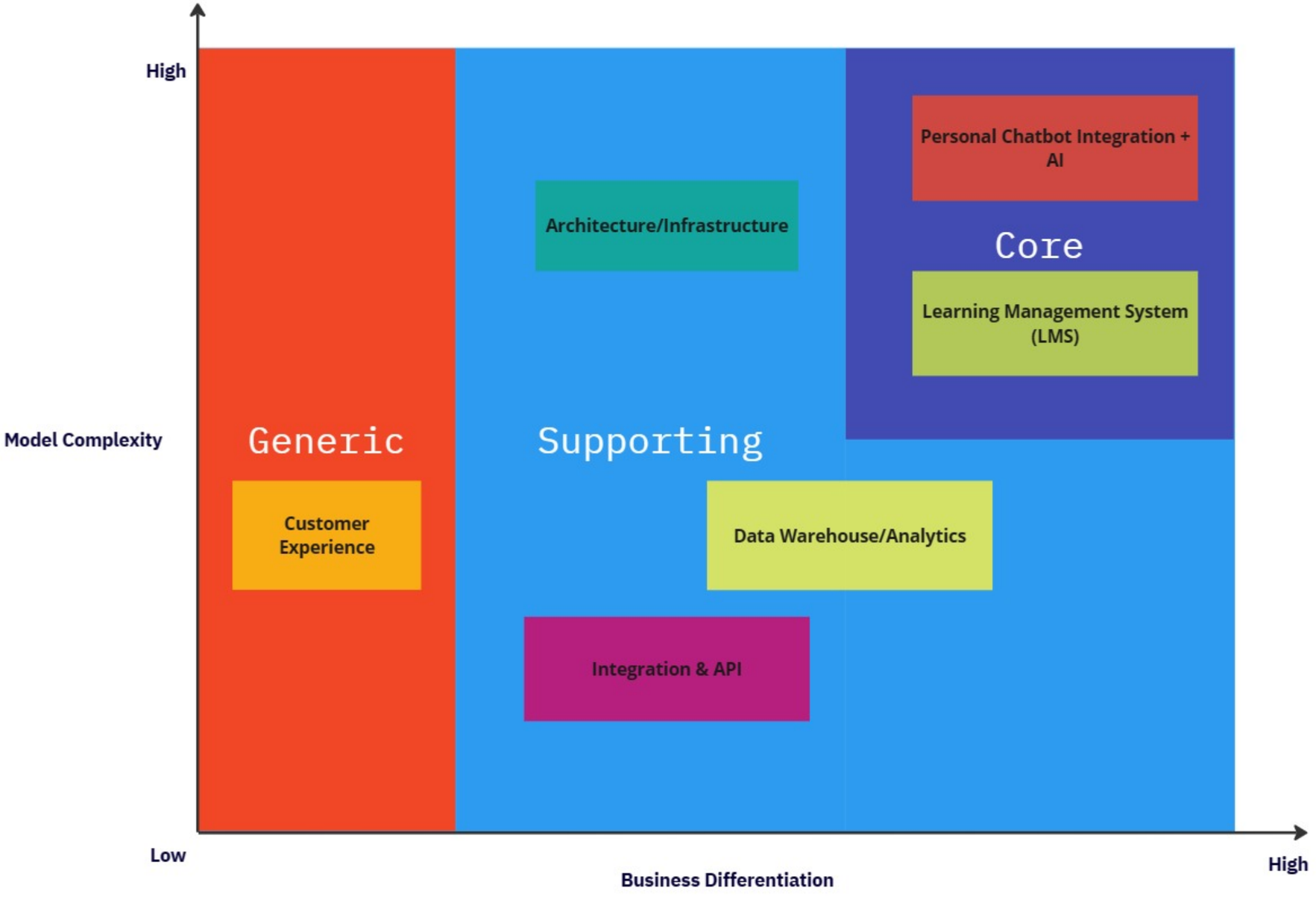
Learning Management System

- E-learning course structure were not effective
- Learning Content were outdated
- Achievement/ Rewards were inappriopriate
- E-Learning Content was not engaging
- User Interactions/Course Activities were not recorded / tracked

Architecture/Infrastructure

- security issue (cloud/Software) detected
- Network and Communication were poorly optimized !!!
- Data/LLM pipeline was not scalable and/or maintainable
- Roles & Permissions were not properly configured
- Insufficient storage detected


Data Warehouse/Analytics
Customer Experience
Personal Chatbot Integration + AI
Integration & API
Relies On For Analytics & Visualizations Concerning Data Collected .
Relies On For Delivering Customer Expectations/Experiences (E-learning Content which may include media/music/slides/games ...)
Relies On For More Advanced Chatbot Interactions (Auto enrollment, Course Tracking,...) On top of LLM/CustomLM Teacher Experience (Response) .
Hybrid Interactions To Provide New Services (EX: Payment Providers,...) Or To Receive Content From LMS (LMS sending content to external Services)
Learning Management System (LMS)
Relies On For Platform / Computing Resources / Scalbility & Security
Architecture/Infrastructure


High
Model Complexity
Low
Business Differentiation
High
Generic
Supporting
Core
Customer Experience
Architecture/Infrastructure
Personal Chatbot Integration + AI
Learning Management System (LMS)
Data Warehouse/Analytics
Integration & API