Database / DataWarehouse

Customer Information was not updated

Customer experience were not recorded Data Retrieval was too slow

Uploads history was not recorded .

Conversation / Interaction With Chatbot was not logged

User Account

Users entered invalid/wrong username Users entered wrong/invalid payment method

Users wanted to upgrade to "Business Account"

Users wanted to upgrade to "Personal + Account"

Users entered invalid/wrong password Users wanted to downgrade to "Free Account"

Users entered invalid/wrong Verification Key FreeUsers wanted access to premium functionality (PDF/Image Translator../Custo mize Knowledge Base and more ...)

ΑI

PDF/Image

Translator &

Summarization

Al generated

Misleading &

Irrelevant

Images/PDF

(Hallucination)

Knowledge Base (LLM / Custom LM)

Al generated Misleading & Irrelevant response (Hallucination)

Conversation / Context was not remembered

Al Response Length was not optimized / easily readable

More Training
Data Needed

Security

Inappropriate User prompt detected !!!

Al ignored rules !!!

Uploaded file exceeded threshold filesize detected !!! Sensitive Information revealed in Al Response !!!

User Bank Account blocked !!! GUI

User E-Learning
Portal/Dashboard Interface

E-Learning Chatbot Interface

Conversati

on/Interact

ion was not

engaging

Users were not able to access online learning materials Users uploads failed.

Users were not able to access online examinations.

Knowledge Base was not customizable Users complaint of inappropriate interactions/c onversation.

Teacher
Persona/Inter
active
Learning was
not effective.

Architecture/Cloud/ On-Prem

Data pipeline was not optimized

Node Resources was not scalable LLM Pipeline was not welldesigned High Latency detected !!!



