User Stories for AskZen

1. As a user, I want to create and customize a chatbot to automate customer support for my business.

2. As a user, I want to integrate my chatbot with my website so that visitors can interact with it directly.

3. As a user, I want to manage and update my chatbot's knowledge base to ensure it has accurate information.

4. As a user, I want to track my chatbot's performance metrics, such as response time and resolution rate, to improve its effectiveness.

5. As a user, I want to escalate certain queries from the chatbot to a live agent to ensure complex issues are handled by a human.

6. As a user, I want to set up and manage integrations with third-party platforms like WhatsApp and Facebook Messenger to reach

customers on multiple channels.

7. As a user, I want to monitor user feedback on chatbot interactions to help improve its responses and performance.

8. As a user, I want to receive notifications about bot performance and customer interactions in real time to stay updated.