User Stories for AskZen

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

Acceptance Criteria: The user can access a chatbot builder, select templates, define conversation flows, and customize responses.

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

Acceptance Criteria: The user can embed the chatbot on their website using a provided script or SDK.

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

Acceptance Criteria: The user can upload documents or add FAQs and structured responses that the chatbot can reference.

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

Acceptance Criteria: The user can access an analytics dashboard showing performance data like response time, resolution rate, and user satisfaction.

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.

Acceptance Criteria: The chatbot allows users to transition to live chat and notify agents when escalation occurs.

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.

Acceptance Criteria: The user can connect their AskZen account to third-party communication platforms and sync conversations with their chatbot.

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

Acceptance Criteria: The user can view feedback submitted by customers after interactions and use it to refine the chatbot's responses.

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

Acceptance Criteria: The user receives notifications when certain metrics, such as unresolved queries or high engagement, are reached.