# 1. Industry & Equipment Scope

Are multiple brands or OEMs involved, or only a single manufacturer?

# 2. Supported Document Types

What document formats will be provided?

(PDF, scanned images, CAD drawings, DOCX, Excel)

Are manuals versioned and dated, or do multiple versions exist without clear labeling?

# 3. AI Confidence & Escalation Rules

How should the 90% confidence threshold be calculated?

- Model confidence score
- Rule-based validation
- Human-reviewed approval

What is the preferred human escalation channel?

- Phone call
- WhatsApp
- Live engineer chat
- Ticketing system

# 4. Safety & Emergency Protocols

- What exact keywords or scenarios should trigger immediate emergency escalation?
- Should emergency alerts be sent to:
    - Internal supervisors
    - On-call engineers
    - External emergency services (if applicable)?

# 5. User Roles & Access Control

- Please confirm the exact user roles:
    - Technician
    - Installer
    - Junior Engineer
    - Senior Engineer
    - Admin
- Are there factory-level or OEM-restricted parameters that must never be exposed?

## 6. Training & Certification Rules

- Should certifications be:
  - Automatically issued after quiz completion?
  - Manually approved by supervisors?
- Are certifications mandatory for field deployment?

## 7. Image Recognition Scope

- What components should image recognition support?
  - Controller boards
  - Sensors
  - Mechanical assemblies
  - Wiring layouts
- Are labeled training images available?

## 8. Language & Localization

- Confirm the initial launch languages.
- Should responses include local safety standards or regional regulations?
- Is a technical glossary already available or must it be created?

## 9. Integration Requirements

- ERP system details (API access, authentication method).
- Ticketing or CRM systems to integrate.
- Messaging platforms besides WhatsApp (if any).

## 10. Deployment & Hosting Preferences

- Preferred deployment model:
  - Azure
  - AWS
  - Hybrid
  - On-premise
- Data residency or country-specific compliance requirements?

## 11. Analytics & KPIs

- Which KPIs are mandatory for management dashboards?
- How frequently should performance and safety reports be generated?

## 12. Data Retention & Audit Policy

- How long should logs and conversations be retained?
- Are audit logs required to be **immutable**?
- Any legal or regulatory audit requirements?

## 14. Support & Maintenance Expectations

- Required SLA (response time, uptime).