# ExitBot Design Document

## Chatbot Overview

Chatbot Name: ExitBot

### Problem Statement

ExitBot addresses the challenges HR departments face in gathering exit feedback from departing employees. Traditional electronic surveys often yield low response rates and require significant time to process, delaying actionable insights. ExitBot provides an automated solution that improves efficiency by allowing departing employees to complete an exit survey through a chatbot interface. This streamlined approach encourages higher participation and enables faster analysis of feedback.  
  
ExitBot:  
- Will do: Collect feedback on reasons for leaving, job satisfaction, and suggestions for improvement through automated surveys.  
- Will NOT do: Replace personal conversations with HR, offer emotional support, or handle complex feedback. Participation remains voluntary, as the bot cannot compel responses.

### Application Description (Elevator Pitch)

ExitBot is designed to increase response rates for exit surveys by automating feedback collection and providing real-time insights. When an employee resigns, HR sends a chatbot link via email, enabling the employee to complete a brief exit survey during their final week. The chatbot gathers responses to targeted questions, such as satisfaction with job roles, reasons for leaving, and potential improvements, in a conversational format that encourages engagement. The data collected is immediately available for analysis, allowing HR to quickly identify patterns and issues. While ExitBot doesn’t replace in-person discussions, it serves as a powerful tool for efficient feedback collection.

### Application Features

1. Automated Survey Distribution: Sends a chatbot link to departing employees via email for timely exit survey participation.  
2. Targeted Questionnaires: Presents a concise survey with key questions on employee experience.  
3. Real-time Data Collection: Collects and compiles responses instantly.  
4. Question Design: Offers both multiple-choice and open-text questions.  
5. Data Dashboard: Displays survey responses in real-time for quick analysis.  
6. Customizable Questions: Allows HR to tailor questions to specific departments or roles.  
7. Anonymous Feedback Option: Gives employees the choice to remain anonymous.  
8. Reminders for Incomplete Surveys: Sends automated follow-up reminders to ensure completion.

## Application Design

### Intent Descriptions

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| Intent | Synonym Keywords | Description | Scripted Response |
| Hello | Hi, greetings, start, restart, menu | Greets the user and introduces available options. | Welcome to ExitBot! Here’s what you can do: [options]. Say 'menu' anytime to return to this list. |
| Goodbye | End, bye, see ya, leave, exit, quit | Ends the interaction politely. | Thank you for using ExitBot. |
| Default | N/A | Handles unrecognized input. | I'm sorry, I didn't understand that. Could you please repeat or say 'suggestions' for options? |
| Privacy Statement | N/A | Explains that responses are anonymous. | Your feedback is anonymous. Only aggregated data will be used for reporting. |
| Survey | Exit survey, survey questions, start | Initiates the exit survey process. | Thank you for participating in our survey. Type 'start' to begin. |
| Reason for Leaving | Leaving reason, departure reason | Asks for the primary reason for leaving. | What is your primary reason for leaving? [Options: Work-life balance, Compensation, etc.] |
| Job Satisfaction | Job satisfaction | Asks about overall job satisfaction. | How satisfied were you with your job overall? [Scale options] |
| Career Development | Career growth, advancement | Asks about opportunities for career growth. | Did you feel our organization provided enough career growth opportunities? [Options] |
| Compensation | Pay satisfaction, salary satisfaction | Asks about satisfaction with the compensation package. | How satisfied are you with your compensation? [Scale options] |
| Benefits | Benefits satisfaction | Asks about satisfaction with the benefits package. | How satisfied are you with your benefits? [Scale options] |
| Work-life Balance | Work balance | Asks about satisfaction with work-life balance. | How would you rate your work-life balance here? [Scale options] |
| Leadership | Manager satisfaction | Asks about satisfaction with direct manager's leadership. | How satisfied were you with your manager's leadership? [Scale options] |
| Recommendation | Refer, referral | Asks if the respondent would recommend the organization. | Would you recommend our organization to a friend? [Yes/No] |
| Improvement Suggestions | Suggestions, feedback, advice | Collects open-ended feedback for improvement. | Do you have any suggestions for improvement? |