TeamPulse – Product Requirements Document (PRD)

1. Product Overview

Product Name: TeamPulse
Product Type: AI Admin / Operations Assistant
Target Users: SMEs (5–200 staff), Admin Managers, Operations Leads, Founders

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Problem Statement:
Small and mid-sized businesses struggle with fragmented operational data (sales, attendance, tasks, payments). Admins spend excessive time manually checking records, compiling reports, and chasing issues instead of making decisions.

Solution:
TeamPulse is an AI-powered back-office assistant that reads daily business data, monitors operations, generates reports, answers natural-language questions, and proactively flags issues before they escalate.

Value Proposition:
"Your operations, summarized daily without spreadsheets."

2. Goals & Objectives

Primary Goals

- Reduce admin reporting time by **70%**
- Provide **real-time operational visibility**
- Enable **natural language querying** of business data
- Improve accountability through automated summaries and alerts

Success Metrics (KPIs)

- Daily/weekly report generation accuracy ≥ 95%
- Avg. query response time < 3 seconds
- Reduction in missed payments / attendance issues
- Weekly active usage by admins

3. Target Users & Personas

1. Admin Manager (Primary User)

- Manages attendance, payroll prep, and reporting
- Needs quick answers and summaries

2. Operations Lead

- Oversees productivity and performance
- Needs trends, flags, and summaries

3. Founder / Business Owner

- Wants high-level insights, not raw data
- Needs weekly summaries and alerts

4. Core Features & Requirements

4.1 Data Ingestion (Input Layer)

TeamPulse must be able to read and normalize data from multiple sources:

Data Types:

- Attendance logs
- Sales records
- Task/project updates
- Client payments & invoices

Input Methods:

- CSV / Excel upload
- Google Sheets integration
- Manual admin entry
- API integrations

Requirements:

- Validate data format on upload
- Auto-map common column names
- Store historical records securely

4.2 AI Intelligence Layer

A. Natural Language Querying

Admins can ask questions like:

- "Who didn't resume work yesterday?"
- "Which client hasn't paid?"
- "Summarize this week's activity"

Requirements:

- Translate queries into structured data queries
- Return clear, human-readable answers
- Support date-based and entity-based queries

B. Automated Reporting

Daily Reports:

- Attendance summary
- Sales snapshot
- Tasks completed vs pending

Weekly Reports:

- Staff performance overview
- Revenue and payment status
- Operational highlights and issues

Output Formats:

- Dashboard view
- PDF (downloadable)
- Email summary

4.3 Staff Performance Summaries

TeamPulse auto-generates weekly summaries per staff:

- Attendance consistency
- Task completion rate

- Sales contribution (if applicable)

Requirements:

- Clear, neutral, non-biased language
- Performance tags (Good / Needs Attention)
- Admin can edit before sharing

4.4 Anomaly Detection & Alerts

TeamPulse proactively flags issues:

Examples:

- Low attendance trends
- Repeated lateness
- Unpaid invoices past due date
- Drop in sales or productivity

Notification Channels:

- In-app alerts
- Email (future)

Requirements:

- Configurable alert thresholds
- Explain *why* an alert was triggered

5. User Experience (UX) Requirements

Dashboard

- Daily operational snapshot
- Alerts & warnings section
- Quick question input box (Ask TeamPulse)

AI Chat Interface

- Conversational UI
- Suggested questions

- Follow-up prompts

Reports

- Clean, management-ready formatting
- Export as PDF

6. Functional Requirements Summary

Feature	Priority
Data upload & validation	High
AI question answering	High
Daily & weekly reports	High
Performance summaries	High
Anomaly detection	High
Dashboard UI	Medium
Email notifications	Medium
External integrations	Low (Post-MVP)

7. Non-Functional Requirements

- **Security:** Role-based access, encrypted data storage
- **Scalability:** Handle multiple teams & datasets
- **Performance:** Fast report generation (<10s)
- **Reliability:** Daily report auto-run with fallback
- **Compliance:** GDPR-style data handling principles

8. MVP Scope

Included in MVP

- CSV data upload
- AI-powered Q&A
- Daily & weekly reports

- Performance summaries
- Basic alerts
- Web dashboard

Excluded from MVP

- Payroll execution
- Full accounting
- Mobile app
- Advanced integrations

9. Risks & Mitigations

Risk	Mitigation
Poor data quality	Strong validation & admin review
AI misinterpretation	Human-editable reports
Adoption resistance	Simple UX & guided prompts

10. Future Enhancements

- Slack / WhatsApp integration
- Voice-based admin queries
- Predictive insights
- Multi-branch analytics
- Custom KPI dashboards

11. Product Vision Statement

TeamPulse helps businesses feel the pulse of their operations , daily, weekly, and instantly without spreadsheets, stress, or guesswork.