

# Prioritization-User Stories

Bot.01

Answer questions from FMAT UADY studente

## Dependencies

- Resolve students' doubts
- Try to provide the best doubt services
- Give the required and coherent response
- Correct Information

**Precondition:** The student must express his doubt according to the topic to which it is related.

**Description:** The system must work and resolve the question raised as in the following case:

## Normal Sequence

1. Tutorial (When starting the application for the first time or after a significant update, the system should provide an interactive tutorial that guides the user through the main functions)
2. Default section (when you enter the bot app, you should already be in a default section where general doubts will be resolved)
3. Suggestion messages (suggested or most frequently asked questions will be shown in each section)
4. Depending on the context (the bot is divided into 3 sections, each with a specific topic, when you ask something in the wrong section, it must suggest or redirect you to the corresponding section)
5. Clarification messages (the bot, not understanding the topic, should ask to be more specific and/or clear)
6. Textual and visual responses (if possible, the responses given by the bot would not only be textual, it should also be able to respond with images or links)

**Postcondition:** The information requested by the user is not found

Exceptions	Steps	Action
	6	By asking the question and not finding the correct information
		A.1 The system informs the user of the lack of information
		A.2 The system provides the coordinator's email to clarify the doubt
		A.3 Ask if you want to continue or finish

**Comments:** It will only apply when the information requested is private for the institution, so the chat does not have access to that information, such as knowing your enrollment and average, among other data.