

Table for requirements	
Functional Requirements	Non-Functional Requirements
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)	Animations (The system will have animations to make the chat more interactive)
Default section (When you enter the bot app, you should already be in a default section where general doubts will be resolved)	Intuitive (The system must be intuitive and easy to use)
Suggestion messages (Suggested or most frequently asked questions will be shown in each section)	Understandable code (The code must be documented and understandable so that anyone can understand and/or modify it)
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)	Compatible (Should be compatible with multiple operating systems)
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)	Fast response (Must be able to respond in real time or with minimal latency)
Clarification messages (The bot, not understanding the topic, should ask to be more specific and/or clear)	Capacity (Handle multiple users simultaneously without a drop in performance)
Recognize keywords (The bot must be able to understand keywords relevant to the context of the conversation)	Suggestions (When writing the question the chat will try to predict the question and autocomplete it)
Different ways of receiving information (In addition to expressing the doubt in text form, you should also be able to listen to how you dictate your question and thus answer it)	
The ability to understand (The chat bot must interpret and understand queries in natural language)	
Extra language (Chat must be able to support multiple languages, if necessary)	
Oral response (The bot is able to read you the information given)	
Wait (If the user is slow to respond, the chat should prompt them to continue the conversation or end it)	
Questions (The ability to ask additional questions to clarify queries if you did not receive the information)	



Must have



Should have



Could have