

COMP3111/3111H User Requirement Interview Template

Topic: Travel Agent

Participant:

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Client Representative: Mr. Clint Kudo _____

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Client's Business Requirement:

Write a customer service chatbot for a travel agent that provides tour services in Guangdong province, China. The client also wants the employees to be able to get access to the live data online through a web page.

Their Current Business Operation and System

(described by words / diagram)

Their current business is running on excel spreadsheet. They record travel data, including package information and tour information on an Excel spreadsheet.

Customers make enquiries by visiting the store of the travel agent or by making phone calls. The travel agent answers the enquiries about tour or package information according to FAQ or the excel spreadsheet.

When a customer wants to book a tour, the employee checks the spreadsheet to see if a tour has been fully booked and insert the booking detail into the excel file if the tour has not been fully booked. Employees from both front office and back office have to login to access the excel file. The employee receive the customer's payments in stores or charges it by bank deposit/ATM. The employee issues receipt to the customer after the payment is confirmed. One customer are allowed to make multiple reservations.

Customers are expected to be informed of confirmation or cancellation of the tour. The employee checks if the number of fully paid customers is greater than the minimum customer required. If so, the tour is confirmed and the employee will phones the unpaid customers to pay outstanding fee or cancel the booking. If the tour is not confirmed, they stop accepting new booking of that tour and inform the booked customer by phone.

The travel agent promotes the tour by sending leaflets or photos.

Current Problem they are facing:

The travel agent is facing the problem that they are so busy in answering phone calls every day. Some of the problems are really just FAQs, however, there are many questions related to live data which are in the excel file that they can't upload to the website.

Client's expected Business Requirement:

#	Business Requirements:	Remarks
1	Greet a customer politely	
2	Answer FAQ	Record questions not in FAQ database
3	Handle tour enquiry with live data	
4	Calculate tour fee for the customer	
5	Allow the customer to book a tour on the bot	No need to pay on chatbot
	For COMP3111H-groups	
6	Inform all customers about a tour is cancelled.	
7	Inform all customers about a tour is confirmed.	
8	Build a webpage that allows an employee to view the live data, with a user friendly interface.	With necessary excel function. Ensure security.
	Other Wanted Features:	
9	Based on some information recommend some tours to the customer.	Record user data
10	Able to understand from English sentence input	
11	Record and analysis customers question to improve the business competitiveness.	

Functional Requirements:

(Produce a list of requirement based on the communication with the client, should cover all BR # 1-5 (1-8 for H groups))

Features	Address BR #	Approval (by clients / TA)
(e.g.) Echo "Hello" when customer say hi	1	
1.Reply "Good morning/afternoon" at the beginning according to time	1	
2. Answer FAQs according to our FAQ database, e.g Echo application procedure when customer ask "How to apply?"	2	
3.When user inquires tours by keyword, like "hot spring", the chatbot shall reply user with a list of tours that include the keyword in the description. If user ask for tour suggestions like asking "hot tour, popular attractions", the chatbot shall reply users with top 5 tours that had been organized most, the chatbot allow user to view more tours by typing "more".	3	

4.Calculate and echo the total price when customer provided proper information	4	
5.Confirm a booking transaction when customer says “confirmed”	5	
6.Send a message to booked customer when a tour is cancelled and suggest other tour to customer. Send a message to proper customers when a tour is confirmed. Also send the tour guide Line number to them.	6,7	
7. Qualified employee are able to login a web portal for viewing and modify live data with search, filter .etc operation	8	
8. Recommend similar but not duplicated tours to our customers with recorded history.	9	
9. Record questions that the chatbot is not able to answer. Allow employees to look at the questions on the web page and analyze questions to give appropriate answers. If a question is being asked for more than 5 times, it will be added to the FAQ database.	11	

Draft Notes