

## AI driven Intelligent Chatbot

In current IT scenario, quick and appropriate reply to customer has become very critical for various businesses. Companies are looking forward to have an automated system which should be able to understand customer's intent and pattern and able to reply without any human interference. Chatbots fit in this frame of expectations to provide wow customer experience.

As per a survey, 80% of marketers plan to start using a chatbot in some or other way. That is the driving force for companies to invest and provide smooth and soothing experience to customers.

A chatbot is a software that simulates human conversation. It is like a digital assistant that understand human capabilities, it interprets user intent, process their requests, and provide a prompt and accurate reply. Bots can communicate through text as well as voice and can be deployed across various portals, applications, and messaging channels. Bots also can help HR to onboard new joiners and make them aware about the company's eco system.

### Problem Description

**Intelligent chatbot** is to address most of the onboarding needs for the new joiners with following features :-

- Customize onboarding related content for new joiners based on Chapter type, team, etc.
- New joiners can type-in "Who is my manager", "Who is IT support at ICC Hyd", "How to get access of OKAPI SaaS", "What is my NWA code"?
- It supports links, docs, and recordings
- 24\*7 availability

## User Stories

1. User should be able to get a Welcome message as he/she starts chatbot application. Message can be in text, voice or video .
2. User should be able to fill his/her mandatory details like Name, email Id and optional details like phone no before starting a chat.
3. User should be able to choose text or voice chat option
4. User should be able to see menu options like Company's General Information, Company Policies, Standard Protocol etc. and Others.
5. User should be able to download various documents like general HR Policies, role description etc.
6. User should be able to type random questions like "who is my manager", "What is contact no of IT Help desk" etc.
7. After completing the chat with user, chat transcript should be sent to user's email.
8. User should be able to access FAQs about the company, career prospects, vacations, available infrastructure etc.
9. User should be able to get recording link after completing voice chat.
10. User should be able to see his/her progress of completion of onboarding process.
11. User should be able to take part in survey and see the result of survey.