Project Requirements Document

Project Name: Project Nova: AI-Powered Customer Support Chatbot

Project ID: 5

Version: 1.0

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High-Level Project Requirements

ID	Requirement	Type	Priority
R1	The chatbot must respond to FAQs with 90% accuracy	Functional	High
R2	Chatbot must use Autogen to define multi-agent workflows	Technical	High
R3	Host AI models locally via Ollama	Technical	High
R4	All conversation history should be stored in PostgreSQL	Data	High
R5	Chatbot must integrate on the web app frontend	Integration	High
R6	Admin must be able to view conversation logs	Functional	Medium
R7	Uptime of at least 98% during business hours	Non-functional	Medium
R8	Internal support staff must be able to override chatbot	Functional	Low