

### **Installation Procedures**

This system does not require installation by the users

Once the system is hosted in servers ,it will be deployed hence available to users through a link and will be web based hence can be accessed through a web browser.

### **User Instructions**

- 1.Once the user opens up the link provided after deployment ,they will be taken to a home page.At the bottom right corner there will be a blue chatbot icon
2. On clicking the chatbot icon , the chatbot initiates a conversation by giving the user several options of the services that it offers.
3. At the bottom of the chatbot ,there is an input field where the user is asked to type in their message
- 4.To send the message the user should either press the send icon or the enter button
- 5.After sending the message ,three icons will appear on the left side of the chatbot signifying that the chatbot is currently processing the user intents and requested
- 6.Once the intents are processed the chatbot will give a response and the user will be prompted to give a response or type in another message
7. To end the conversion a user should type bye and the chatbot will reply with goodbye.

### **System Conversion Methods**

The best conversion method would be gradual conversion. Here ,the volume of transactions handled by the new system is increased gradually as the system becomes phased in. This approach reduces the downtime when migrating from one system to another.

### **User Training**

e-Learning- Users will be taught how to use the system through use of online tutorials and videos.This is efficient since the tutorials and videos are accessible to anyone even the remote users

### **File Conversions**

The file conversion method that would be most effective is the gradual conversion mode.This is because this method increases the possibility of detecting errors and also helps in fast recovery hence reducing the downtime