

# Reconciliation Chatbot: Admin Use Case Guide

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## Domain: Donor

Trigger / Issue	Chatbot Action / Admin Impact
Donor uploads invalid CSV format	Reject upload immediately; notify donor with error details; no admin action needed.
Duplicate asset IDs detected in donor data	Alert donor and admin; provide list of duplicates; admin reviews or requests correction.
Mismatch between donor scheduled pickup and uploaded assets	Notify admin and donor; provide discrepancy report; admin may approve reschedule or correction.
Missing or invalid asset details in donor upload	Chatbot prompts donor interactively to fill missing info; flags incomplete uploads for admin review.
Donor donation commitment vs actual upload mismatch	Chatbot generates reconciliation report; alerts admin on over/under donation; admin decides follow-up.
Missing donor privacy consents	Bot prompts donor for missing consents; flags compliance issue for admin attention.
Delay in issuing tax exemption certificates	Bot tracks certificate status; alerts admin on pending issuances; can auto-generate certificate drafts.
Donor requests asset cancellation/return	Chatbot collects cancellation details; escalates request to admin for approval; updates records accordingly.

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## Domain: Partner

Trigger / Issue	Chatbot Action / Admin Impact
Asset quantity mismatch between donor and partner receipt	Alert partner and admin with detailed discrepancy; provide approval options to admin.
Partner misclassifies asset condition	AI bot suggests corrected classification; admin receives confirmation request before update.
Pickup/delivery rescheduling or location mismatch	Bot notifies all stakeholders; suggests alternative dates; admin monitors and approves reschedules.
Mismatch during partner-to-beneficiary handoff	Flag quantity or condition difference; notify admin immediately; log issue for follow-up.
Phased pickups causing partial delivery confusion	Aggregate phased data; alert admin on incomplete pickups; send reminders to partner for pending pickups.
Partner inventory overcapacity detected	Bot alerts admin and partner; suggests re-routing or storage solutions; admin can intervene.
Partner unable to service asset repair due to skill mismatch	Bot flags asset for special handling; routes notification to expert partner and admin for approval.
Partner SLA breach or non-compliance detected	Bot monitors KPIs; alerts admin of breach; triggers escalation workflow.

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## Domain: Beneficiary

Trigger / Issue	Chatbot Action / Admin Impact
Beneficiary fails to confirm asset receipt	Bot sends automated reminders; escalates to admin if confirmation overdue.
Reported device condition is poor or non-functional	Bot collects detailed feedback and photos; notifies admin for replacement or action.
Beneficiary does not submit feedback	Bot schedules periodic check-ins; alerts admin on prolonged silence.

<b>Multiple deliveries cause tracking confusion</b>	Aggregates delivery history; provides admin dashboard summary; flags anomalies.
<b>Unauthorized asset use detected</b>	Bot flags suspicious usage; immediately alerts admin for investigation.
<b>Beneficiary reports asset lost or stolen</b>	Bot logs incident; initiates claim process; escalates to admin and donor.
<b>Accessibility or delivery location issues reported</b>	Bot collects issue details; coordinates with logistics; admin oversees resolution.

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## Domain: Internal/Admin

Trigger / Issue	Chatbot Action / Admin Impact
<b>Donor budget vs actual donation mismatch</b>	Bot generates variance reports; notifies finance/admin; suggests follow-up actions.
<b>Expense records do not match asset flows</b>	Bot cross-checks financial and asset logs; flags anomalies for admin audit.
<b>Missing or inconsistent audit logs</b>	Bot reviews reconciliation logs; alerts admin to gaps or errors; suggests corrective workflows.
<b>Budget forecasting shows variance risks</b>	Bot analyzes historical data; warns admin about potential overruns; recommends mitigation.
<b>Regulatory report deadlines approaching</b>	Bot sends timely reminders; verifies document completeness; escalates if overdue.
<b>Resource conflicts across projects detected</b>	Bot suggests resource reallocation; notifies admin of conflicting assignments.

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## Summary

This document outlines typical admin-facing chatbot behaviors and actions per domain use case. The chatbot acts as:

- An **early warning system** for mismatches, delays, or compliance issues

- An **interactive assistant** prompting donors, partners, or beneficiaries for info or actions
- An **automation layer** reducing manual checks and improving data integrity
- A **communication bridge** ensuring all stakeholders are informed timely

Admins retain final authority with review and override capabilities, ensuring control with efficiency.