Product Backlog

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| User Story and Priority Number | Product Backlog Items | User Story | User Story No. (Old) | Story Point |
|  | Get Info from company Database | As a consultant manager, I want the chat bot to fetch and use our company info from our database, so that clients can get their answers easily | 1 | 100 |
|  | Pick and answer FAQ | As a Customer, I want to be able to get the answer I need as quickly as possible, so that I don't have to wade through FAQs on my own | 14 | 95 |
|  | Get Answers based on Keywords | As a Customer, I want the chatbot to find answers based on the keywords we enter, so that we don’t have to enter full sentence | 16 | 90 |
|  | Calculate Fees | As a consultant manager, I want the chat bot to calculate and provide the consulting fee and other fees involved, so that the customers can get their quote instantly. | 3 | 87 |
|  | Suggest Options | As a consultant manager, I want the chat bot to suggest some basic options to the clients, so that client can get what they want in an easier way. | 2 | 84 |
|  | Customer management Intelligence | As a Consultant, I want the bot to immediately turn over to a human operator if the customer gets upset or their question cannot be answered. | 8 | 80 |
|  | Upload FAQ in word doc | As a consultant, I want to be able to upload FAQ files in a word doc, so I don't have to find and create web-based FAQs | 10 | 80 |
|  | Feels like Human Chat | As a Customer, I want the bot to be sophisticated enough as if I were talking to a live human being, so that I don't get frustrated | 15 | 75 |
|  | Greet the customer and users | As a Consultant, I want the application to greet the user based on time and weather, so that the client feels like it’s real person. | 6 | 75 |
|  | Login with social site credentials | As a Consultant, I want the bot to have an option to login with social sites, so that we can get user info easily rather than asking them every time. | 7 | 73 |
|  | Collect and store customer info | As a consultant, I want the chatbot to collect and store the customer info, so that we can contact them later. | 11 | 70 |
|  | Archive chat transcript | As a consultant, I want the system to archive and send a copy of whatever customers did in the chat, so that customers know what they discussed. | 12 | 68 |
|  | Take survey, collect review and rating | As a Consultant, I want the chatbot to ask for review and rating at the end of conversation, so that we can improve their experience next time | 9 | 68 |
|  | Share and like in social sites | As a consultant manager, I want the bot to provide an option to share and like in social sites, so that customers can share our website to others and increase our social presence. | 5 | 60 |
|  | Allow Customization of interface | As a Customer, I should be able to customise the chatbot like color, size etc., so that I can get what I need in my way | 17 | 55 |
|  | Show and store time stamp of chat | As a consultant, I want the bot to show the time stamp below every chat, so we can use it for investigation purposes | 13 | 50 |
|  | Get visitor attention | As a consultant manager, I want the bot to open and get the attention of customer before they scroll down, so that they get the info they need before scrolling down the page | 4 | 50 |