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| Chatbot Web App |
| Project Vision Document | |
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Table of Contents

[1 Introduction 4](#_Toc19888672)

[1.1 Purpose 4](#_Toc19888673)

[1.2 Scope 4](#_Toc19888674)

[1.2.1 In Scope 4](#_Toc19888675)

[1.2.2 Out of Scope 4](#_Toc19888676)

[1.3 Definitions, Acronyms, and Abbreviations 4](#_Toc19888677)

[1.4 References 5](#_Toc19888678)

[2 Positioning 6](#_Toc19888679)

[2.1 Business Opportunity 6](#_Toc19888680)

[2.2 Problem Statement 6](#_Toc19888681)

[2.3 Product Position Statement 6](#_Toc19888682)

[2.4 SWOT Analysis 6](#_Toc19888683)

[3 Stakeholder and User Descriptions 7](#_Toc19888685)

[3.1 Stakeholder Summary 7](#_Toc19888686)

[3.2 User Summary 7](#_Toc19888687)

[4 Stakeholder Requirements 8](#_Toc19888688)

[5 System Features 8](#_Toc19888689)

[6 Assumptions 8](#_Toc19888690)

[7 Constraints 8](#_Toc19888691)

# Introduction

This document contains purpose, scope, definitions, references, positioning, business opportunity, problem statement, stakeholder and user summary and various other information required to complete and IT project.

## Purpose

The purpose of this document is to give an understanding of the scope of the project, definitions, acronyms and abbreviations used in the project, the business logic and problem statement of the business and to state the factors that caused the business to initiate such an it project.

## Scope

This section states the scope of this project and the areas that are not covered in this document

### In Scope

This document covers the business opportunity, problem statement, SWOT analysis, product position statement, stakeholder and user statement etc.

### Out of Scope

This document does not cover any development aspect of the project. For example, it does not cover the project implementation, methods used in development etc.

## Definitions, Acronyms, and Abbreviations

This section explains all of the terms and abbreviations that are being used in this document, for those who are unfamiliar with them. Not everybody who reads this document will understand all of the terms, so this section is helpful.

|  |  |
| --- | --- |
| Term | Explanation |
| IT | Information Technology |
| SWOT | Strengths, Weakness, Opportunities, and Threats |
| IDE | Integrated Development Environment |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |

## References

| Reference File Name | Version | Description |
| --- | --- | --- |
|  |  |  |
|  |  |  |

This section also contains links to all other places that were referred to in this document. These may include:

* Web sites
* URLs or network locations
* Research done for similar products

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| Name | Link |
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# Positioning

## Business Opportunity

These days, reaching customer service by phone call is a big deal for people. For that, they might have to wait more than an hour. But if they use these kinds of ChatBot, they can get the information instantly. Hence this ChatBot will save people’s priceless time.

## Problem Statement

|  |  |
| --- | --- |
| The Problem of | Long-range waiting period incall |
| affects | Everyone |
| the impact of which is | Waste of time |
| a successful solution would be | Chat Bot is the easiest solution to fix this problem because it is time-efficient. It can easily answer the question faster than humans. |

Table 1 Problem Statement

## Product Position Statement

|  |  |
| --- | --- |
| For | Everyone |
| Who | Working in a fast-paced environment and don’t even get a minute to relax. |
| The ChatBot | is a Software product |
| That | Can answer independently according to the questions by synchronizing with the data from the cloud. |
| Unlike | Current ChatBot in the market that can only give related answers. |
| Our product | can do the same as well as can offer friendly talk to them. |

Table 2 Product Position Statement

## SWOT Analysis

|  |  |
| --- | --- |
| Strengths | Weaknesses |
| **Contacts** | **Pricing** |
| **Service** |  |
| **Time Management** |  |
| **Opportunities** | **Threats** |
| **Project proposals** | **Employees** |
|  |  |
|  |  |

# Stakeholder and User Descriptions

In the market, only a few companies have ChatBot to help customers. We are new in this area but we can build one to help consumers even higher.

## Stakeholder Summary

| Stakeholder Name | Represents | Role |
| --- | --- | --- |
| GDG Co-organizer | This is a stakeholder who works with the developer team to gather their needs | Give some suggestions to build this application and offer the required resources. |
|  |  |  |
|  |  |  |

Table 3 Stakeholder Summary

## User Summary

| User Name | Description | Responsibilities | Stakeholder |
| --- | --- | --- | --- |
| People | Primary end user | Get their required information through chat | Self |
|  |  |  |  |
|  |  |  |  |

Table 4 User Summary

# Stakeholder Requirements

| ID | Requirement | Stakeholder |
| --- | --- | --- |
| 01 | East to use | User |
| 02 | Uninterrupted service | Stakeholder |
|  |  |  |

Table 5 Stakeholder Requirements

# System Features

| ID | Feature | Stakeholder Requirement ID |
| --- | --- | --- |
| 01 | Suggest ideas about questions | 2 |
| 02 | Pick and answer FAQ | 14 |

Table 6 System Features