User stories

# Mark Magas – IT Consultant Manager

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| S/N | Title | User Story |
|  | Get Info from our 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 |
|  | 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. |
|  | 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. |
|  | 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 |
|  | 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. |

# Jennifer Zayn – IT Consultant Rep

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| S/N | Title | User Story |
|  | 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. |
|  | Login with Social Sites 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. |
|  | Customer managements 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. |
|  | 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 |

# Rajeev Aidan – IT Consultant Rep

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| S/N | Title | User Story |
|  | 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 |
|  | 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. |
|  | 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. |
|  | 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 |

# Jeremy Jessica – Customer

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| S/N | Title | User Story |
|  | 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 |
|  | Feel 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 |
|  | Get answer 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 |
|  | 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 |