

GROUP 7 - 19 JUN 2024

AI DRIVEN CUSTOMER OPERATIONS & REALTIME ENGAGEMENT

AIDCORE

USE CASE

- **Title: What is the goal ?**
 - **Read Tweets about Recent Trend**
- **Actor: Who desires it or Target ?**
 - **Digest recipient**
- **Scenario: How is it accomplished ?**
 - **The recipient opens the digest email in the email client.**
 - **The recipient sees an interesting Twitter trend**
 - **The recipient clicks on the trend link**
 - **The link opens a web browser to a page of related tweets**