

User stories	Requirements
As a staff, I want to ask about the company's regulation	Has bot chat with company's regulation knowledge
As a customer, I want to ask about a product's details like stock level, price,...	Has bot chat with knowledge about the asking products
As a customer, I want to have support for complaints	Has ticket system
As a customer, I want to communicate with a human staff when needed	Be able to contact to human staff
As a manager, I want to view monthly tickets and activities	Reports/statistics visualization + export
As a manager, I want to the bot to know about company's regulation as well as the details about our products	Add company's regulation and product details to the bot's knowledge base
As a manager, I want to know my bot's knowledge base	View chatbot's knowledge base
As a manager, I want to change the AI model of my bot	Has a list AI models
As a manager, I want to share the bot to my employees	Has an invite system
As a manager, I want to integrate the chat bot to other applications	Create a chat widget integration
As an admin, I want to change users' passwords and their roles	Manage access and permissions