

IAC REQUIREMENT ELICITATION QUESTIONNAIRE

Intern Name:	Siddesh Mishra
Selected Domain:	Artificial Intelligence
Domain Problem/Project name:	ChatAll
Meeting Date & Time	
Meeting Venue/ Link:	Google Meet
Stakeholders Present in the Meeting:	

This questionnaire is to be used by the consultant to gather requirements from the client

QUESTIONS	ANSWERS
General Inquiry	
What do you hope to accomplish with the proposed project?	Unified FAQ text and speech chatbot
How do the project/system’s goals map to the department goals or needs?	Students queries on Cloud Counselage regarding internships to be answered almost instantly with the help of a chatbot
What will the project accomplish that is not currently accomplished manually or with other projects/software?	Rapid Response to students queries in both text and speech form.
Are there other projects/systems with which this project/system will interface?	Yes but they are mostly search engine chatbots
Is there any existing project/system documentation?	No
Current Needs and Problems	
What department/business requirements will this project/system address?	Chatbots save upto 30% in costumer support costs and speeds up response times and hence it will help increase sucess efficiency.
Is any of this data currently captured in any other project/system? ☐ Is the data and/or functionality shared by others?	No
What problems should this project/system solve?	Available in Problem Statement: Background
Do you have to do things manually that you would like to automate	Some part
Do you have performance problems that need to change?	Yes
Do you have functional limitations that you’d like to change?	Yes
What will this project/system do that is entirely new?	Integrated to all social platform making it easier to clear your queries from any platform
Criteria for success	
What is most important for success of the project?	Clear project objectives, stakeholder involvement, and effective communication are crucial for project success.
What are the training considerations?	Training materials and sessions should be provided to users and support teams to ensure proper usage of the chatbot.
What resources might be needed (budget, staff, etc)	Resources may include budget for cloud services, staff for development and maintenance, and access to external APIs.
Are there any dependencies on other project/system in completing the project/system?	The project depends on access to external APIs for messenger integration and should align with Cloud Counselage's IT
Are there resource constraints in maintaining the project/system?	Limited budget and staff availability may pose resource constraints for long-term maintenance.
Do you have the in-house expertise we need?	In-house expertise for chatbot development and NLP is essential, supplemented with external support if needed.
Are there technical constraints to developing this project/system?	API rate limits, data security, and scalability considerations.
What needs to happen to make this project/system successful?	Success entails meeting project goals, reducing support costs, enhancing response times, and ensuring user satisfaction.
Finding Stakeholders	
Who are the key stakeholders and users?	Cloud Counselage, students, freshers, administrators, developers, and the broader IAC community.
Do their goals differ? If so, how?	Cloud Counselage aims to reduce costs, while students seek quick answers and administrators desire efficiency.
Who uses the system?	Students, freshers, administrators, support teams, developers, and the IAC community
Who installs the system?	The IT team or developers
Who trains people to use the system?	Cloud Counselage, providing sessions to users and support teams.
Who fixes the system?	Developers and IT teams
Who maintains the system?	Developers and IT teams
Who creates, updates, deletes information in the system?	Cloud Counselage and administrators
What other systems interface with the system?	Facebook, Instagram, LinkedIn, WhatsApp, SMS, and external APIs
Who gets information from this system?	Students, freshers, administrators, and support teams
Who provides information to the system?	Users, administrators, and external sources
Are there are others they believe should be involved in the process of identifying the project requirements?	Cloud Counselage may involve external experts and advisors
Whats the process	
What is the purpose of this process?	facilitate instant query resolution and support for students and freshers in Cloud Counselage's Internship Program.

What triggers this process to start?	Users initiate a conversation or query through text or speech
Who is responsible to perform this process?	Cloud Counselage for system management, developers for system maintenance, and users for interaction.
How does this process work today?	users typing or speaking questions, with responses generated using AI models and databases.
What is the end result or output of this process?	The end result is quick and accurate responses to user queries, enhancing support and learning experiences.
Is there a system that supports this process today?	Yes, the chatbot system supports this process.
If there is a system, are you able to show us how this system works?	A live demonstration of the system's functionality is possible.
If there is a system, are you able to provide us with some screen shots from this system?	Screenshots of the user interface and interactions can be provided.
If there is a system, are you able to refer us to where we can find the user guide for this system?	A user guide or documentation for the system is available for reference.
Reports	
Do you currently have any existing operational reports which help you manage this team?	Yes
Are you able to tell us about your most important reports?	Performance metrics, user engagement, and system health.
Which systems produce your reports for you?	In-house analytics system
How often to you receive these reports?	Weekly and monthly basis.
Are you able to share some examples of these reports with me/ us?	Yes
Tell us about some of your reporting requirements. What would you really like to see produced as a report? Why?	I would like to see more detailed user feedback reports to improve the chatbot's performance and satisfaction levels.
Discuss the content, frequency, audience and layout of the report at a high level.	Interaction data, system uptime, and user feedback.Weekly and monthly reports.Internal teams, management, and external stakeholders for performance tracking.
Identifying use cases	
What functions will the users want from the system?	Users expect functions for asking questions, receiving answers, and feedback submission.
Does the system store information?	Yes, the system stores FAQs and user interactions.
Do the users need to create, update, or delete information?	Users need to ask questions (create), receive answers (read), and submit feedback (update).
Does the system need to notify a user about changes in an internal state?	Yes
Are there any external events the system must know about?	The system should be aware of holidays and events affecting query volume.
What is the user's overall job?	Seek information and assistance quickly.
What problems have the users had in the past?	Users have faced delays in responses and difficulty in finding specific information.
What steps are manual today?	Currently, users manually browse through FAQs, type queries, and submit feedback.