

### Prototype-Project

User support problems should be processed and solved semi-automatically.

2 Sites, SP and client with the following features:

#### Client: used by clients

1	Login with predefined Testusers
2	Dashboard to create and edit “tickets”. Tickets contain informations about state (new, in work, completed) and state like “next action/step” which shows what has to be done next and who has to do it.
3	Main functionality of a ticket is the AI chatbot. Users discuss their problems with AI chatbot. AI chatbot classifies the problem, suggest possible solutions, triggers some actions (e.g. send status emails etc.), or forward the problem to the responsible expert.  User should be able to send an email which creates a ticket or create it using dashboard. This means email communication and direct chatbot interaction are both possible and are equivalent.  AI chatbot get some context information about the user to understand the problem.
4	Tickets must be explicitly “shared”. If not shared, that expert support staff have no access to it.

#### SP: used by expert support staff

1	Login with predefined Testusers
2	Dashboard to see all user tickets. Expert user can comment or close a ticket. On some conditions, status emails are sent to clients/users.

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