

1. Customer Journey Map

1. User logs into the assistant interface
2. User selects a service (Eco suggestions, Feedback, Summary, etc.)
3. AI model processes input and responds with helpful info
4. User optionally gives feedback to improve experience

2. Solution Requirements

- A friendly web-based chatbot interface
- Modular route-based system for different city services
- Integration with LLM (Granite by IBM) or HuggingFace APIs
- Storage of feedback and interaction for analysis

3. Data Flow Diagram

User --> Web Interface --> Backend API --> IBM Granite/HuggingFace
<-- Response <-- Processed Data <-- AI Model

4. Technology Stack

- **Frontend:** HTML, CSS, JavaScript
- **Backend:** Python (FastAPI/Flask)
- **AI Integration:** IBM Granite LLM, HuggingFace APIs
- **Deployment:** Render
- **Version Control:** Git & GitHub