
Power Rangers

**AI Copilot
Use-Case Specification**

Version 1.0

AI Copilot Application	Version: 1.0
Use-Case Specification	Date: 21/11/24
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Revision History

Date	Version	Description	Author
21/11/24	1.0	First version of Use-case Specification	Nguyễn Cát Huy

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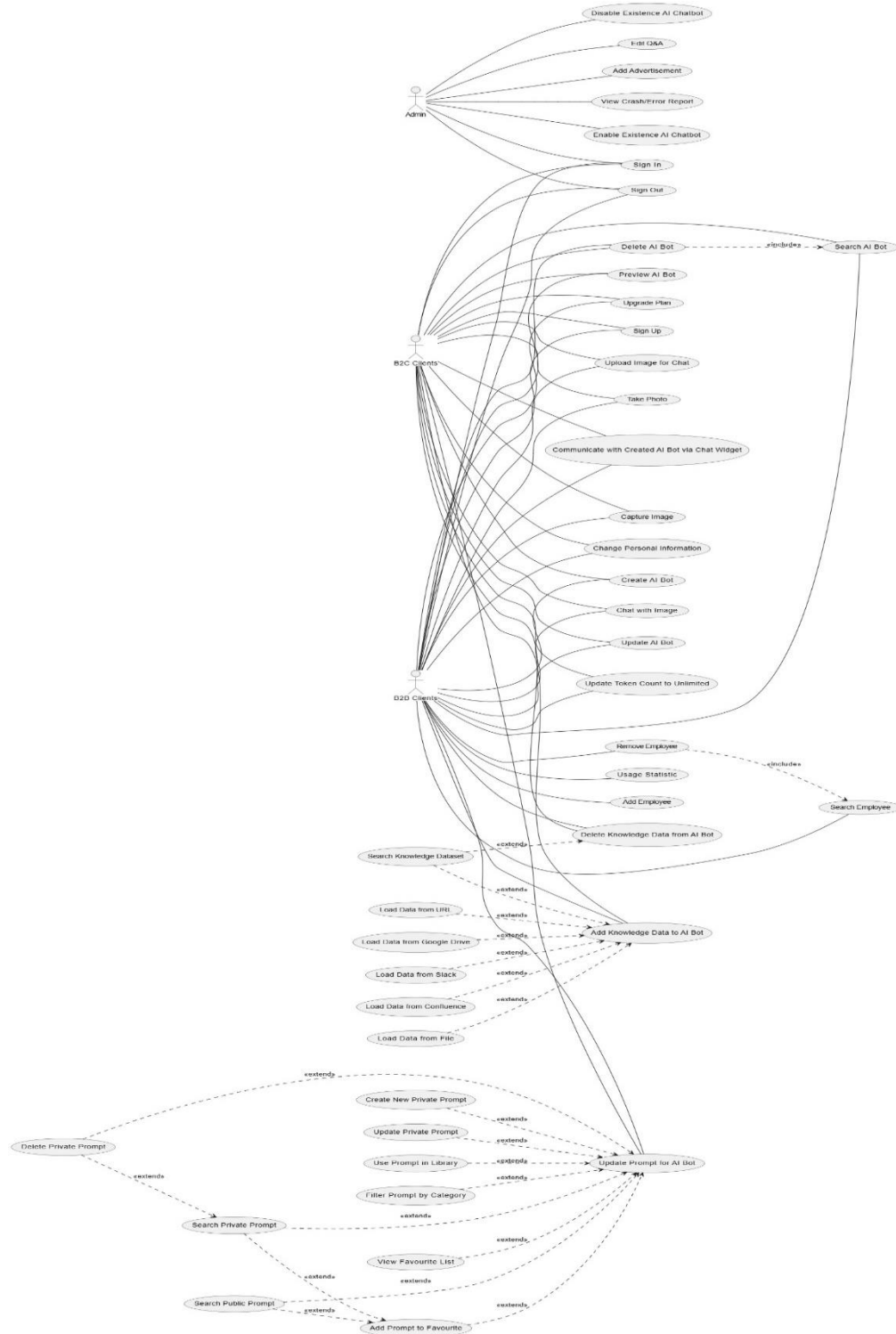
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Use-Case Specification

1. Use-Case Model



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2. Use-Case Specification

2.1 Sign up

Brief Description	Allows B2C and B2B clients to create new accounts on the platform.
Actors	B2C Clients, B2B Clients
Basic Flow	<ol style="list-style-type: none"> 1. The client navigates to the sign-up page. 2. The system displays the registration form. 3. The client fills in required information (e.g., name, email, password). 4. The client agrees to the terms and conditions. 5. The client submits the registration form. 6. The system validates the input data. 7. The system creates a new user account. 8. The system sends a confirmation email to the client. 9. The system displays a success message.
Alternative Flows	<ul style="list-style-type: none"> - Missing Required Fields The system prompts the client to complete all required fields. - Invalid Data Entered The system highlights invalid fields and displays error messages. - Email Already Registered The system informs the client that the email is already in use.
Special Requirements	<ul style="list-style-type: none"> - Password must meet security criteria. - Data must comply with privacy regulations.
Preconditions	<ul style="list-style-type: none"> - The client is not already logged in.
Postconditions	<ul style="list-style-type: none"> - A new user account is created and stored. - A confirmation email is sent to the client.
Extension Points	None

2.2 Sign In

Brief Description	Allows users to log into their existing accounts.
Actors	B2C Clients, B2B Clients, Admin
Basic Flow	<ol style="list-style-type: none"> 1. The user navigates to the sign-in page. 2. The user enters their email and password. 3. The user submits the form. 4. The system validates the credentials. 5. The user is granted access and redirected to the dashboard.
Alternative Flows	<ul style="list-style-type: none"> - Forgot Password The client selects "Forgot Password" to initiate recovery. - Invalid Credentials The system displays an error message and prompts retry

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Special Requirements	- Secure authentication mechanisms must be in place.
Preconditions	- The client has an existing account.
Postconditions	- The client is logged in and can access authorized features.
Extension Points	None

2.3 Sign out

Brief Description	Allows clients and admin to securely log out of their accounts.
Actors	B2C Clients, B2B Clients, Admin
Basic Flow	<ol style="list-style-type: none"> 1. The client clicks on the "Sign Out" option. 2. The system terminates the session. 3. The client is redirected to the home or sign-in page.
Alternative Flows	None
Special Requirements	- Ensure all session tokens are invalidated.
Preconditions	- The client is currently logged in.
Postconditions	- The client is logged out, and session data is cleared.
Extension Points	None

2.4 Upgrade Plan

Brief Description	Enables clients to upgrade their subscription plans.
Actors	B2C Clients, B2B Clients
Basic Flow	<ol style="list-style-type: none"> 1. The client navigates to the subscription page. 2. The client selects a higher-tier plan. 3. The system displays plan details and pricing. 4. The client confirms the upgrade. 5. The system processes the payment. 6. The system updates the client's subscription status. 7. A confirmation message is displayed.
Alternative Flows	- Payment Failure The system notifies the client of the failure and prompts for alternative payment.
Special Requirements	- Compliance with payment processing regulations.

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Preconditions	<ul style="list-style-type: none"> - The client is logged in. - The client is on a lower-tier plan.
Postconditions	<ul style="list-style-type: none"> - The client's plan is upgraded. - Billing information is updated.
Extension Points	None

2.5 Change Personal Information

Brief Description	Allows clients to update their personal or business information.
Actors	B2C Clients, B2B Clients
Basic Flow	<ol style="list-style-type: none"> 1. The client navigates to the profile settings. 2. The system displays current information. 3. The client edits the desired fields. 4. The client saves the changes. 5. The system validates and updates the information. 6. A confirmation message is displayed.
Alternative Flows	<ul style="list-style-type: none"> - Invalid Data The system highlights errors and requests correction.
Special Requirements	<ul style="list-style-type: none"> - Data validation must be robust.
Preconditions	<ul style="list-style-type: none"> - The client is logged in.
Postconditions	<ul style="list-style-type: none"> - The client's information is updated.
Extension Points	None

2.6 Create AI Bot

Brief Description	Allows clients to create new AI chatbots.
Actors	B2C Clients, B2B Clients
Basic Flow	<ol style="list-style-type: none"> 1. The client selects "Create AI Bot." 2. The system presents a setup form. 3. The client enters bot details and configurations. 4. The client submits the form. 5. The system validates and creates the AI bot. 6. A confirmation message is displayed.
Alternative Flows	<ul style="list-style-type: none"> - Validation Errors The system prompts the client to correct input errors.

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Special Requirements	- Unique bot identifiers may be required.
Preconditions	- The client is logged in.
Postconditions	- A new AI bot is created and associated with the client.
Extension Points	None

2.7 Search AI Bot

Brief Description	Enables clients to search and manage their AI bots.
Actors	B2C Clients, B2B Clients
Basic Flow	<ol style="list-style-type: none"> 1. The client accesses the AI bot management page. 2. The client enters search criteria. 3. The system displays matching AI bots. 4. The client selects an AI bot for further action.
Alternative Flows	- No Matches Found The system informs the client that no bots match the criteria.
Special Requirements	- Search should support multiple criteria.
Preconditions	- The client is logged in. - The client has existing AI bots.
Postconditions	- The client can view or manage the selected AI bots.
Extension Points	- Includes: Delete AI Bot

2.8 Update AI Bot

Brief Description	Allows clients to modify their AI bot's settings.
Actors	B2C Clients, B2B Clients
Basic Flow	<ol style="list-style-type: none"> 1. The client selects an AI bot to update. 2. The system displays current settings. 3. The client modifies the settings. 4. The client saves changes. 5. The system validates and updates the bot. 6. A confirmation message is displayed.

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Alternative Flows	- Invalid Settings The system prompts for corrections.
Special Requirements	- Changes may require re-deployment.
Preconditions	- The client is logged in. - The client has at least one AI bot.
Postconditions	- The AI bot is updated with new settings.
Extension Points	None

2.9 Delete AI Bot

Brief Description	Allows clients to delete an existing AI bot.
Actors	B2C Clients, B2B Clients
Basic Flow	<ol style="list-style-type: none"> 1. The client selects an AI bot to delete. 2. The system asks for confirmation. 3. The client confirms deletion. 4. The system deletes the AI bot. 5. A confirmation message is displayed.
Alternative Flows	- Cancellation The client cancels the deletion process.
Special Requirements	- Ensure data integrity after deletion.
Preconditions	- The client is logged in. - The client has at least one AI bot.
Postconditions	- The AI bot is removed from the client's account.
Extension Points	- Included by: Search AI Bot

2.10 Preview AI Bot

Brief Description	Allows clients to preview their AI bot's functionality.
Actors	B2C Clients, B2B Clients
Basic Flow	<ol style="list-style-type: none"> 1. The client selects "Preview" on an AI bot. 2. The system launches a simulation. 3. The client interacts with the AI bot.

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	4. The client exits the preview mode.
Alternative Flows	None
Special Requirements	- Simulation should reflect real-world interactions.
Preconditions	- The client is logged in. - An AI bot exists.
Postconditions	- The client gains insights into the bot's performance.
Extension Points	None

2.11 Communicate with Created AI Bot via Chat Widget

Brief Description	Enables clients to interact with their AI bots through a chat interface.
Actors	B2C Clients, B2B Clients
Basic Flow	1. The client opens the chat widget. 2. The client sends messages to the AI bot. 3. The AI bot responds accordingly. 4. The client continues the conversation.
Alternative Flows	None
Special Requirements	- The chat interface should be user-friendly and responsive.
Preconditions	- The client is logged in. - An AI bot is available.
Postconditions	- The client interacts with the AI bot in real-time.
Extension Points	None

2.12 Add Knowledge Data to AI Bot

Brief Description	Allows clients to enhance their AI bots by adding knowledge data.
Actors	B2C Clients, B2B Clients
Basic Flow	1. The client selects "Add Knowledge Data" for an AI bot.

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	<ol style="list-style-type: none"> 2. The system presents options for data input. 3. The client provides the knowledge data. 4. The system validates and adds the data to the AI bot. 5. A confirmation message is displayed.
Alternative Flows	<ul style="list-style-type: none"> - Invalid Data The system prompts the client to correct data issues.
Special Requirements	<ul style="list-style-type: none"> - Data formats should be standardized and compatible.
Preconditions	<ul style="list-style-type: none"> - The client is logged in. - An AI bot exists.
Postconditions	<ul style="list-style-type: none"> - The AI bot's knowledge base is updated.
Extension Points	<ul style="list-style-type: none"> - Extends: Search Knowledge Dataset - Extends: Load Data from File, URL, Google Drive, Slack, Confluence

2.13 Delete Knowledge Data from AI Bot

Brief Description	Allows clients to remove knowledge data from their AI bots.
Actors	B2C Clients, B2B Clients
Basic Flow	<ol style="list-style-type: none"> 1. The client selects the knowledge data to delete. 2. The system asks for confirmation. 3. The client confirms deletion. 4. The system removes the data. 5. A confirmation message is displayed.
Alternative Flows	<ul style="list-style-type: none"> - Cancellation The client cancels the deletion process.
Special Requirements	<ul style="list-style-type: none"> - Ensure no dependent functionalities are affected.
Preconditions	<ul style="list-style-type: none"> - The client is logged in. - Knowledge data exists in the AI bot.
Postconditions	<ul style="list-style-type: none"> - The knowledge data is removed from the AI bot.
Extension Points	<ul style="list-style-type: none"> - Extends: Search Knowledge Dataset

2.14 Update Token Count to Unlimited

Brief Description	Allows clients to set their token count to unlimited, usually after an upgrade or promo code.
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Actors	B2C Clients, B2B Clients
Basic Flow	<ol style="list-style-type: none"> 1. The client navigates to the token management page. 2. The client selects "Update to Unlimited." 3. The system verifies eligibility. 4. The system updates the token count. 5. A confirmation message is displayed.
Alternative Flows	<ul style="list-style-type: none"> - Ineligible Client The system informs the client of ineligibility and provides options.
Special Requirements	<ul style="list-style-type: none"> - Accurate tracking of plan entitlements and promotions.
Preconditions	<ul style="list-style-type: none"> - The client is logged in. - The client has upgraded their plan or received a promo code.
Postconditions	<ul style="list-style-type: none"> - The client's token count is set to unlimited.
Extension Points	None

2.15 Upload Image for Chat

Brief Description	Allows clients to upload images during a chat session with the AI bot.
Actors	B2C Clients, B2B Clients
Basic Flow	<ol style="list-style-type: none"> 1. The client selects "Upload Image" in the chat interface. 2. The system prompts for file selection. 3. The client uploads the image. 4. The system displays the image in the chat. 5. The AI bot processes the image if applicable.
Alternative Flows	<ul style="list-style-type: none"> - Unsupported Format The system rejects the file and requests a supported format. - File Too Large The system informs the client about size limits.
Special Requirements	<ul style="list-style-type: none"> - Compliance with file size and type restrictions. - Secure handling of uploaded files.
Preconditions	<ul style="list-style-type: none"> - The client is logged in. - The chat session is active.
Postconditions	<ul style="list-style-type: none"> - The image is shared in the chat session.

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Extension Points	None
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2.16 Capture Image

Brief Description	Allows clients to capture images using their device's camera during a chat.
Actors	B2C Clients, B2B Clients
Basic Flow	<ol style="list-style-type: none"> 1. The client selects "Capture Image" in the chat interface. 2. The system requests camera access. 3. The client grants permission. 4. The client captures the image. 5. The system displays the image in the chat. 6. The AI bot processes the image if applicable.
Alternative Flows	<ul style="list-style-type: none"> - Camera Access Denied The system prompts the client to grant camera permissions. - Client Denies Permission The system cancels the operation and returns to the chat.
Special Requirements	- Secure handling of camera permissions and captured data.
Preconditions	<ul style="list-style-type: none"> - The client is logged in. - The device has camera access.
Postconditions	- The captured image is shared in the chat.
Extension Points	None

2.17 Chat with Image

Brief Description	Allows clients to engage in image-based conversations with the AI bot.
Actors	B2C Clients, B2B Clients
Basic Flow	<ol style="list-style-type: none"> 1. The client sends an image in the chat. 2. The AI bot analyzes the image. 3. The AI bot responds based on the image content. 4. The conversation continues with possible image exchange
Alternative Flows	<ul style="list-style-type: none"> - Image Analysis Failure The AI bot informs the client it cannot process the image.
Special Requirements	- Advanced image recognition and processing capabilities.
Preconditions	<ul style="list-style-type: none"> - The client is logged in. - An active chat session exists.

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Postconditions	- The client and AI bot have an image-based interaction
Extension Points	None

2.18 Take Photo

Brief Description	Allows clients to take photos for purposes like profile pictures or documentation.
Actors	B2C Clients, B2B Clients
Basic Flow	<ol style="list-style-type: none"> 1. The client selects "Take Photo" in the appropriate section. 2. The system requests camera access. 3. The client grants permission. 4. The client takes the photo. 5. The client confirms the photo. 6. The system saves the photo to the desired location (e.g., profile picture).
Alternative Flows	- Permission Denied The system informs the client that the action cannot proceed without camera access.
Special Requirements	<ul style="list-style-type: none"> - Privacy considerations for storing images. - Secure storage of personal data.
Preconditions	<ul style="list-style-type: none"> - The client is logged in. - The device has camera access.
Postconditions	- The photo is saved and associated with the client's account.
Extension Points	None

2.19 Update Prompt for AI Bot

Brief Description	Allows clients to update the prompts used by their AI bots to improve interactions.
Actors	B2C Clients, B2B Clients
Basic Flow	<ol style="list-style-type: none"> 1. The client selects an AI bot to update prompts. 2. The system displays current prompts. 3. The client modifies or adds prompts. 4. The client saves changes. 5. The system validates and updates the AI bot with new prompts. 6. A confirmation message is displayed.
Alternative Flows	- Invalid Prompt The system requests corrections due to validation errors.

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Special Requirements	<ul style="list-style-type: none"> - Prompt guidelines must be enforced. - Version control may be implemented.
Preconditions	<ul style="list-style-type: none"> - The client is logged in. - An AI bot exists.
Postconditions	<ul style="list-style-type: none"> - The AI bot uses the updated prompts in future interactions.
Extension Points	<ul style="list-style-type: none"> - Extends: Search Public Prompt - Extends: Create New Private Prompt - Extends: Update Private Prompt - Extends: Use Prompt in Library - Extends: Filter Prompt by Category - Extends: Add Prompt to Favourite - Extends: View Favourite List - Extends: Search Private Prompt - Extends: Delete Private Prompt

2.20 Search Public Prompt

Brief Description	Allows clients to search for public prompts to use with their AI bots.
Actors	B2C Clients, B2B Clients
Basic Flow	<ol style="list-style-type: none"> 1. The client accesses the public prompt library. 2. The client enters search criteria (keywords, categories). 3. The system displays matching prompts. 4. The client selects prompts to view details or use.
Alternative Flows	<ul style="list-style-type: none"> - No Prompts Found The system suggests broadening search criteria or displays popular prompts.
Special Requirements	<ul style="list-style-type: none"> - Efficient search algorithms. - Ability to filter and sort results.
Preconditions	<ul style="list-style-type: none"> - The client is logged in.
Postconditions	<ul style="list-style-type: none"> - The client finds public prompts to use or customize.
Extension Points	<ul style="list-style-type: none"> - Extends: Add Prompt to Favourite

2.21 Create New Private Prompt

Brief Description	Allows clients to create custom prompts for personal use with their AI bots.
Actors	B2C Clients, B2B Clients

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Basic Flow	<ol style="list-style-type: none"> 1. The client selects "Create New Private Prompt." 2. The system presents a creation form. 3. The client enters prompt details (text, variables). 4. The client saves the prompt. 5. The system validates and stores it. 6. A confirmation message is displayed.
Alternative Flows	- Validation Errors The system prompts the client to correct issues with the prompt content.
Special Requirements	- Storage limits may apply. - Security measures to protect private prompts.
Preconditions	- The client is logged in.
Postconditions	- A new private prompt is available for the client.
Extension Points	- Extends: Update Prompt for AI Bot

2.22 Update Private Prompt

Brief Description	Allows clients to update their existing private prompts used by their AI bots.
Actors	B2C Clients, B2B Clients
Basic Flow	<ol style="list-style-type: none"> 1. The client navigates to their private prompts. 2. The system displays all private prompts. 3. The client selects a prompt to update. 4. The system displays the current content. 5. The client edits the prompt. 6. The client saves changes. 7. The system validates and updates the prompt. 8. A confirmation message is displayed.
Alternative Flows	- Validation Errors The system highlights errors and prompts for correction.
Special Requirements	- Version control may be implemented to track changes.
Preconditions	- The client is logged in. - The client has at least one private prompt.
Postconditions	- The private prompt is updated and ready for use.

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Extension Points	- Extends: Update Prompt for AI Bot
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2.23 Use Prompt in Library

Brief Description	Allows clients to select and use prompts from the prompt library for their AI bots.
Actors	B2C Clients, B2B Clients
Basic Flow	<ol style="list-style-type: none"> 1. The client navigates to the prompt library. 2. The system displays available prompts. 3. The client browses or searches for a prompt. 4. The client selects a prompt to use. 5. The system associates the prompt with the client's AI bot. 6. A confirmation message is displayed.
Alternative Flows	<p>- No Prompts Found The system suggests popular prompts or encourages creating a new one.</p>
Special Requirements	- Proper licensing and usage rights for prompts must be ensured.
Preconditions	<ul style="list-style-type: none"> - The client is logged in. - The prompt library is accessible.
Postconditions	- The selected prompt is integrated into the client's AI bot.
Extension Points	- Extends: Update Prompt for AI Bot

2.24 Filter Prompt by Category

Brief Description	Enables clients to filter prompts based on categories for easier selection.
Actors	B2C Clients, B2B Clients
Basic Flow	<ol style="list-style-type: none"> 1. The client accesses the prompt library. 2. The client selects a category filter. 3. The system displays prompts within the selected category. 4. The client reviews and selects prompts.
Alternative Flows	<p>- No Prompts in Category The system suggests other categories or allows the client to create a new prompt.</p>

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Special Requirements	- Categories should be well-organized and comprehensive.
Preconditions	- The client is logged in. - The prompt library contains categorized prompts.
Postconditions	- The client efficiently locates prompts relevant to their needs.
Extension Points	- Extends: Update Prompt for AI Bot

2.25 Add Prompt to Favourite

Brief Description	Allows clients to add prompts to a favourites list for quick access in the future.
Actors	B2C Clients, B2B Clients
Basic Flow	<ol style="list-style-type: none"> 1. While browsing prompts, the client clicks "Add to Favourite" on a prompt. 2. The system adds the prompt to the client's favourites list. 3. A confirmation message is displayed.
Alternative Flows	- Prompt Already in Favourites The system informs the client that the prompt is already in their favourites list.
Special Requirements	- The system should handle a large number of favourite prompts efficiently.
Preconditions	- The client is not already logged in.
Postconditions	- The prompt is added to the client's favourites list.
Extension Points	- Extends: Update Prompt for AI Bot - Extends: Search Public Prompt - Extends: Search Private Prompt

2.26 View Favourite List

Brief Description	Allows clients to view and manage their list of favourite prompts.
Actors	B2C Clients, B2B Clients
Basic Flow	<ol style="list-style-type: none"> 1. The client navigates to the "Favourite Prompts" section. 2. The system displays all prompts in the client's favourites list. 3. The client selects a prompt to view, edit, or use. 9. The system displays a success message.
Alternative Flows	- No Favourites Added The system informs the client that the favourites list is empty and suggests adding

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	prompts.
Special Requirements	- The favourites list should be quickly accessible from any page.
Preconditions	<ul style="list-style-type: none"> - The client is logged in. - The client has added prompts to their favourites list.
Postconditions	- The client can easily access and use their favourite prompts.
Extension Points	- Extends: Update Prompt for AI Bot

2.27 Search Private Prompt

Brief Description	Enables clients to search through their private prompts.
Actors	B2C Clients, B2B Clients
Basic Flow	<ol style="list-style-type: none"> 1. The client accesses their private prompts section. 2. The client enters search criteria. 3. The system displays matching private prompts. 4. The client selects a prompt for editing or use.
Alternative Flows	<p>- No Matches Found</p> <p>The system suggests adjusting search criteria.</p>
Special Requirements	- Search functionality should be fast and accurate.
Preconditions	<ul style="list-style-type: none"> - The client is logged in. - The client has created private prompts.
Postconditions	- The client efficiently locates specific private prompts.
Extension Points	<ul style="list-style-type: none"> - Extends: Update Prompt for AI Bot - Extends: Add Prompt to Favourite - Extends: Delete Private Prompt

2.28 Delete Private Prompt

Brief Description	Allows clients to delete their own private prompts.
Actors	B2C Clients, B2B Clients

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Basic Flow	<ol style="list-style-type: none"> 1. The client navigates to their private prompts. 2. The client selects a prompt to delete. 3. The system prompts for confirmation. 4. The client confirms deletion. 5. The system deletes the prompt. 6. A confirmation message is displayed.
Alternative Flows	- Deletion Cancelled The client cancels the deletion; the prompt remains unchanged.
Special Requirements	- Ensure that deleting a prompt does not affect AI bots currently using it without warning.
Preconditions	<ul style="list-style-type: none"> - The client is logged in. - The client has at least one private prompt.
Postconditions	- The selected private prompt is removed from the system.
Extension Points	<ul style="list-style-type: none"> - Extends: Update Prompt for AI Bot - Extends: Search Private Prompt

2.29 Add Advertisement

Brief Description	Enables the admin to add advertisements to the platform.
Actors	Admin
Basic Flow	<ol style="list-style-type: none"> 1. The admin navigates to the advertisement management section. 2. The admin selects "Add Advertisement." 3. The system displays an advertisement creation form. 4. The admin fills in advertisement details. 5. The admin uploads any necessary media files. 6. The admin submits the advertisement for approval. 7. The system validates the input and saves the advertisement. 8. A confirmation message is displayed.
Alternative Flows	- Validation Errors The system highlights issues and prompts for correction.
Special Requirements	- Advertisements must comply with legal regulations and platform policies.
Preconditions	- The admin is logged in with appropriate permissions.
Postconditions	- The advertisement is added to the system and scheduled for display.
Extension Points	None

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2.30 Usage Statistic

Brief Description	Allows B2B clients to view detailed usage statistics of their AI bots and employee activities.
Actors	B2B Clients
Basic Flow	<ol style="list-style-type: none"> 1. The client navigates to the "Usage Statistics" section. 2. The system displays an overview of usage metrics. 3. The client selects specific metrics or time frames. 4. The system generates and displays detailed reports. 5. The client can export reports if needed.
Alternative Flows	- No Data Available The system informs the client that there is no data for the selected parameters.
Special Requirements	<ul style="list-style-type: none"> - Data should be presented in an easy-to-understand format. - Reports should be exportable in common formats (PDF, Excel).
Preconditions	<ul style="list-style-type: none"> - The B2B client is logged in. - The client has deployed AI bots or added employees.
Postconditions	<ul style="list-style-type: none"> - The client gains insights into the performance and usage of their AI bots and employees.
Extension Points	None

2.31 Add Employee

Brief Description	Allows B2B clients to add employees to their account for collaboration and management purposes.
Actors	B2B Clients
Basic Flow	<ol style="list-style-type: none"> 1. The client navigates to the "Employee Management" section. 2. The client selects "Add Employee." 3. The system displays a form to input employee details. 4. The client fills in the information. 5. The client submits the form. 6. The system validates and creates an employee account. 7. An invitation email is sent to the employee. 8. A confirmation message is displayed.
Alternative Flows	- Email Already in Use The system notifies the client that the email is already associated with an existing account.
Special Requirements	<ul style="list-style-type: none"> - Role-based access control must be enforced for employees.

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Preconditions	<ul style="list-style-type: none"> - The B2B client is logged in. - The client has permissions to manage employees.
Postconditions	- A new employee account is created and associated with the B2B client's organization.
Extension Points	None

2.32 Remove Employee

Brief Description	Allows B2B clients to remove employees from their organization within the platform.
Actors	B2B Clients
Basic Flow	<ol style="list-style-type: none"> 1. The client navigates to the "Employee Management" section. 2. The system displays a list of current employees. 3. The client selects an employee to remove. 4. The system prompts for confirmation. 5. The client confirms the removal. 6. The system deactivates the employee's account. 7. A confirmation message is displayed.
Alternative Flows	<ul style="list-style-type: none"> - Removal Cancelled The client decides not to remove the employee; the account remains active.
Special Requirements	- Ensure that any ongoing tasks or accesses by the employee are properly terminated..
Preconditions	- The client is not already logged in.
Postconditions	- The selected employee no longer has access to the organization's resources on the platform.
Extension Points	None

2.33 View Crash/Error Report

Brief Description	Allows the admin to view and analyze system crash and error reports for maintenance and debugging purposes.
Actors	Admin
Basic Flow	<ol style="list-style-type: none"> 1. The admin navigates to the "System Reports" section. 2. The system displays a list of recent crash and error reports. 3. The admin selects a report to view detailed information. 4. The system displays error logs, stack traces, and other relevant data. 5. The admin analyzes the report for troubleshooting.

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Alternative Flows	- No Reports Available The system informs the admin that there are no recent crash or error reports.
Special Requirements	- Sensitive data within reports should be protected. - Reports should be exportable for further analysis.
Preconditions	- The admin is logged in.
Postconditions	- The admin has access to necessary information for system maintenance.
Extension Points	None

2.34 Enable Existing AI Chatbot

Brief Description	Allows the admin to enable a previously disabled AI chatbot, making it available for clients.
Actors	Admin
Basic Flow	<ol style="list-style-type: none"> 1. The admin navigates to the "Chatbot Management" section. 2. The system displays a list of AI chatbots with their statuses. 3. The admin selects a disabled AI chatbot. 4. The admin clicks on "Enable Chatbot." 5. The system updates the chatbot's status to enabled. 6. A confirmation message is displayed.
Alternative Flows	- Chatbot Cannot Be Enabled The system informs the admin of any issues preventing the chatbot from being enabled.
Special Requirements	- Ensure that enabling the chatbot does not introduce conflicts or errors.
Preconditions	- The admin is logged in. - There are disabled AI chatbots in the system.
Postconditions	- The AI chatbot is active and available for client use.
Extension Points	None

2.35 Disable Existing AI Chatbot

Brief Description	Allows the admin to disable an AI chatbot, preventing it from being used by clients.
Actors	Admin
Basic Flow	<ol style="list-style-type: none"> 1. The admin navigates to the "Chatbot Management" section.

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	<ol style="list-style-type: none"> The system displays a list of AI chatbots. The admin selects an active AI chatbot. The admin clicks on "Disable Chatbot." The system updates the chatbot's status to disabled. A confirmation message is displayed.
Alternative Flows	- Chatbot Cannot Be Disabled The system informs the admin if the chatbot cannot be disabled due to dependencies.
Special Requirements	- Clients using the chatbot should be notified of the change.
Preconditions	<ul style="list-style-type: none"> The admin is logged in. There are enabled AI chatbots in the system.
Postconditions	- The AI chatbot is inactive and inaccessible to clients.
Extension Points	None

2.36 Edit Q&A

Brief Description	Allows the admin to edit the global Q&A knowledge base that AI bots can access.
Actors	Admin
Basic Flow	<ol style="list-style-type: none"> The admin navigates to the "Q&A Management" section. The system displays a list of Q&A entries. The admin selects a Q&A entry to edit. The system displays the current question and answer. The admin modifies the content. The admin saves the changes. The system validates and updates the Q&A entry. A confirmation message is displayed.
Alternative Flows	- Validation Errors The system highlights issues and prompts the admin to correct them.
Special Requirements	<ul style="list-style-type: none"> Changes may need to propagate to AI bots in real-time. Versioning may be required to track changes.
Preconditions	<ul style="list-style-type: none"> The admin is logged in. The Q&A knowledge base exists.
Postconditions	- The Q&A entry is updated in the knowledge base.
Extension Points	None

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2.37 Load Data from File

Brief Description	Allows clients to load knowledge data into their AI bots by uploading files.
Actors	B2C Clients, B2B Clients
Basic Flow	<ol style="list-style-type: none"> 1. The client selects "Load Data from File." 2. The system prompts the client to upload a file. 3. The client selects and uploads the file. 4. The system validates the file format and content. 5. The system processes the data and integrates it into the AI bot's knowledge base. 6. A confirmation message is displayed.
Alternative Flows	<p>- Unsupported File Format The system informs the client of the supported formats and prompts for a compatible file.</p> <p>- File Processing Error The system reports any errors encountered during processing and suggests corrective actions.</p>
Special Requirements	<ul style="list-style-type: none"> - Supported file formats may include TXT, CSV, JSON, etc. - File size limitations should be enforced.
Preconditions	<ul style="list-style-type: none"> - The client is logged in. - The client is in the process of adding knowledge data to an AI bot.
Postconditions	<ul style="list-style-type: none"> - The AI bot's knowledge base is enriched with the data from the file.
Extension Points	<ul style="list-style-type: none"> - Extends: Add Knowledge Data to AI Bot

2.38 Load Data from URL

Brief Description	Allows clients to load knowledge data into their AI bots by specifying a URL.
Actors	B2C Clients, B2B Clients
Basic Flow	<ol style="list-style-type: none"> 1. The client selects "Load Data from URL." 2. The system prompts the client to enter the URL. 3. The client enters the URL and submits. 4. The system fetches data from the specified URL. 5. The system validates and processes the data. 6. The data is added to the AI bot's knowledge base. 7. A confirmation message is displayed.

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Alternative Flows	<ul style="list-style-type: none"> - Invalid URL The system notifies the client of the invalid URL and requests correction. - Data Retrieval Failure The system reports inability to fetch data due to network issues or access restrictions.
Special Requirements	<ul style="list-style-type: none"> - Secure data transfer protocols should be used. - Compliance with data source's terms of use.
Preconditions	<ul style="list-style-type: none"> - The client is logged in. - The client has the URL of the data source.
Postconditions	<ul style="list-style-type: none"> - The AI bot's knowledge base is updated with data from the URL.
Extension Points	- Extends: Add Knowledge Data to AI Bot

2.39 Load Data from Google Drive

Brief Description	Allows clients to import knowledge data into their AI bots directly from Google Drive.
Actors	B2C Clients, B2B Clients
Basic Flow	<ol style="list-style-type: none"> 1. The client selects "Load Data from Google Drive." 2. The system redirects the client to Google's authentication page. 3. The client authenticates and grants permissions. 4. The system displays a list of the client's Google Drive files. 5. The client selects the files to import. 6. The system fetches, validates, and processes the files. 7. The data is added to the AI bot's knowledge base. 8. A confirmation message is displayed.
Alternative Flows	<ul style="list-style-type: none"> - Authentication Failure The system informs the client and allows them to retry or cancel. - File Access Denied The system notifies the client of any files that could not be accessed.
Special Requirements	<ul style="list-style-type: none"> - Compliance with Google Drive API usage policies. - Secure handling of OAuth tokens.
Preconditions	<ul style="list-style-type: none"> - The client is logged in. - The client has a Google account with accessible files.
Postconditions	<ul style="list-style-type: none"> - The AI bot's knowledge base includes data from the selected Google Drive files.
Extension Points	- Extends: Add Knowledge Data to AI Bot

2.40 Load Data from Slack

Brief Description	Allows clients to load knowledge data into their AI bots by connecting to Slack
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	channels or files.
Actors	B2C Clients, B2B Clients
Basic Flow	<ol style="list-style-type: none"> 1. The client selects "Load Data from Slack." 2. The system redirects the client to Slack's authentication page. 3. The client authenticates and grants permissions. 4. The system displays available Slack channels and files. 5. The client selects data sources to import. 6. The system retrieves, validates, and processes the data. 7. The data is added to the AI bot's knowledge base. 8. A confirmation message is displayed.
Alternative Flows	<ul style="list-style-type: none"> - Authentication Denied The client is informed of the denial and can choose to retry or cancel. - Data Retrieval Errors The system reports any issues in fetching data from selected sources.
Special Requirements	<ul style="list-style-type: none"> - Compliance with Slack API terms of service. - Handling of private channels and permissions.
Preconditions	<ul style="list-style-type: none"> - The client is logged in. - The client has a Slack workspace with accessible channels or files.
Postconditions	<ul style="list-style-type: none"> - The AI bot's knowledge base is updated with data from Slack.
Extension Points	<ul style="list-style-type: none"> - Extends: Add Knowledge Data to AI Bot

2.41 Load Data from Confluence

Brief Description	Allows clients to import knowledge data into their AI bots from Confluence pages or spaces.
Actors	B2C Clients, B2B Clients
Basic Flow	<ol style="list-style-type: none"> 1. The client selects "Load Data from Confluence." 2. The system prompts the client to authenticate with Confluence. 3. The client provides Confluence credentials and grants access. 4. The system displays a list of accessible Confluence pages and spaces. 5. The client selects the content to import. 6. The system retrieves, validates, and processes the data. 7. The data is integrated into the AI bot's knowledge base. 8. A confirmation message is displayed.
Alternative Flows	<ul style="list-style-type: none"> - Authentication Failure The system informs the client and allows them to retry or cancel. - Access Restrictions The system notifies the client of any content that could not be accessed due to

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	permissions.
Special Requirements	<ul style="list-style-type: none"> - Adherence to Confluence API usage policies. - Secure handling of authentication credentials.
Preconditions	<ul style="list-style-type: none"> - The client is logged in. - The client has access to Confluence content.
Postconditions	<ul style="list-style-type: none"> - The AI bot's knowledge base includes data from Confluence.
Extension Points	- Extends: Add Knowledge Data to AI Bot

2.42 Search Employee

Brief Description	Allows B2B clients to search for and manage employees within their organization on the platform..
Actors	B2B Clients
Basic Flow	<ol style="list-style-type: none"> 1. B2B Client navigates to the "Employee Management" section. 2. The system displays the employee search interface. 3. The client enters search criteria (e.g., name, email, role). 4. The client clicks the "Search" button. 5. The system searches for employees based on the criteria and displays a list of matching employees. 6. The client selects an employee from the list to view details or perform further actions (e.g., update information, remove employee).
Alternative Flows	<p>- No Matching Employees Found</p> <p>The system informs the client that no employees match the search criteria.</p> <p>The client may adjust the search criteria and try again.</p>
Special Requirements	<ul style="list-style-type: none"> - The system should support multi-criteria search and respond promptly. - Employee information security must be ensured; only authorized users can access detailed employee information.
Preconditions	<ul style="list-style-type: none"> - The B2B client is logged into the system. - The B2B client has permissions to manage employees.
Postconditions	<ul style="list-style-type: none"> - The B2B client can view detailed information about the employee or proceed with other management actions.
Extension Points	- Includes: Remove Employee

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2.43 Search Knowledge Dataset

Brief Description	Allows clients to search for knowledge datasets to add to or remove from their AI bots.
Actors	B2B Clients, B2C Clients
Basic Flow	<ol style="list-style-type: none"> 1. Client navigates to the "Knowledge Data Management" section. 2. The system displays the knowledge dataset search interface. 3. The client enters search criteria (e.g., keywords, topics, categories). 4. The client clicks the "Search" button. 5. The system searches for knowledge datasets based on the criteria and displays a list of matching datasets. 6. The client reviews the list and selects a dataset to view details. 7. The client decides to add the dataset to their AI bot or remove it if it's already associated.
Alternative Flows	<p>- No Matching Datasets Found</p> <ul style="list-style-type: none"> • The system informs the client that no datasets match the search criteria. • The client may adjust the search criteria and try again. <p>- Access Denied to Dataset</p> <ul style="list-style-type: none"> • If the client selects a dataset they are not authorized to access, the system displays an access denied message. • The client can select a different dataset or request access if applicable.
Special Requirements	<ul style="list-style-type: none"> - The system should support multi-criteria search and provide quick response times. - Access permissions must be enforced; clients can only access datasets they are authorized to view. - The search functionality should handle large volumes of data efficiently.
Preconditions	<ul style="list-style-type: none"> - The client is logged into the system. - The client has at least one AI bot to which knowledge data can be added or from which it can be removed.
Postconditions	<ul style="list-style-type: none"> - The client has identified knowledge datasets to add to or remove from their AI bot. - The client can proceed to add or remove knowledge data as needed.
Extension Points	<p>-Extends: Add Knowledge Data to AI Bot After finding a dataset, the client can choose to add it to their AI bot.</p> <p>- Extends: Delete Knowledge Data from AI Bot The client can also choose to remove datasets from their AI bot.</p>