NET-A-PORTER

NAP-UCL AI Customer Service ChatBot (CSC)

MoSCoW Requirements - Functional

Must Have

1. The CSC shall recognise the category of product that the user is querying.
2. The CSC shall recognise the brand of product that the user is querying.
3. The CSC shall recognise the size of product that user is querying.
4. The CSC shall recognise the colour of product that user is querying.
5. The CSC shall recognise the fabric of product that user is querying.
6. The CSC shall recognise the price of product that user is querying.
7. The CSC shall provide single/multiple product recommendations matching user query.
8. The CSC shall recognise and respond to FAQ related user query.
9. The CSC shall redirect user to customer service should a query return null, an inability to answer the question, or if a fashion adviser is requested.
10. The CSC shall suggest example queries to user to indicate to user how to use the application when user query is irrelevant, illogical or incomprehensible.

Should Have

11. The CSC shall recognise the different sections of the website and is able to redirect users towards desired section.
12. The CSC shall suggest for user to change the language of website if user query is in one of the website-supported languages.

Could Have

13. The CSC shall allow user to share product recommendations from the application to social media platforms.

Won't Have

14. The CSC shall allow customers to purchase/gift product recommendations directly from the application.