Capabilities Document for AI Driven Chatbot

Introduction

About car&bike

Car&bike is an automobile research digital tool that helps end users research cars, compare cars, and get buying suggestions.

About AI Powered Chatbot

Primary Objective – To build an intelligent AI-powered chatbot that helps users seamlessly discover, compare, and choose cars/bikes based on their preferences, besides supporting prices, specifications and finance related queries.

Product Goals -

1. Improving Discoverability – Help users find relevant cars/ bikes quickly through conversational exploration (budget, body type, usage, etc.)
2. Increase User Engagement – Provide instant answers to specifications, features, pricing, comparison queries
3. Reduce User Drop offs – Assist users stuck in decision making by giving guided recommendations.
4. Enhance Overall Experience – Provide 24x7 support with accurate information powered by RAG documentation and structured data

Research - (For internal stakeholders)

How do we conclude systematically (data backed) on the queries that users are searching?
- **Data Collection Sources**

1. Search Engine Data – Example, Search Tata Nexon on Google, check People Also Ask section, where different user queries are listed like pricing queries, Specs queries, Comparisons, variants, etc.
2. Google Autocomplete – Example, Type Tata Nexon in the Google Search bar, Autocomplete gives the suggestions like Tata Nexon Price
3. Search Volume Tools – Use Google Search Console, put Query containing < Vehicle Name> to get the relevant search queries
4. Own platform search & analytics – Internal search bar queries, filter combinations users apply, CTR on pages, Popular Car Comparison – Check how to get this data
5. User queries on customer Support – Connect with the calling team to get an idea of what customers asks about
6. Competitor Platforms FAQs

Approach – Sample Question Finalization

Step 1 – Collect Raw Data (Questions) - Pull data from Search engines, Internal Analytics, etc.

Step 2 – Clean & Group – Label queries into Prices, Features, Comparison, Finance, General Car Knowledge

Step 3 – Convert to Final Intent Categories – Chatbot intent becomes – Car Search, Variant Selection, Pricing, Features Explanation, EMI, Test Drive, Booking

Step 4 – Create Sample queries for each intent

Features of Chatbot -

1. AI Powered chatbot (Gen AI & Gen BI based)– Understands user queries and provides relevant responses.
2. Car & Bike Guide – Offers information on various cars, recommends suitable cars/ bikes to the user as per user preferences.
3. Retains context in the previous conversations based on user identifier (like cookie id) along with the data attributes (like device type, user log in detail, etc.).
4. For vague queries, the chatbot follows up with the user to understand the context and user preferences.
5. 24/7 Support – Provides automated answers whenever needed.
6. Voice Interaction (phase 2) - Enables users to connect via voice commands.
7. Multiple Language Support (phase 3) - Regional Language Support for queries.
8. In the 1st phase, seamless integration with the Website & WhatsApp to be implemented, mobile App integration will be taken up in the next phases.

User Stories

User Story 1: Getting Car/Bike Related Information

As a user,

I want to get the information about car/bike related detail like spec, price, variants, images segment or any other related details

So that I make an informed decision while buying a car/bike

Acceptance Criteria

- The chatbot should provide real-time information on the vehicle/s
- The chatbot should provide images & videos for the car/bike when asked by the users
- The chatbot should accurately fetch the data from the authoritative specs source (internal DB/API). The value returned by the chatbot should match the value in the product specs table of the DB/API
- The chatbot should handle variants. If a model has multiple variants with different values for the attribute, the default variant's attribute to be shown or the bot should ask for follow-up questions like "Do you want to know the details of Nexon Smart or Nexon Pure?"
- The chatbot should be able to handle ambiguous model names. If the model name is ambiguous or matches multiple vehicles like multiple generation, facelifts, same name across car and bike brands, the bot should ask follow up questions to prevent ambiguity
- The chatbot should generate short, concise answers, preferable in direct sentences like "The boot space of Tata Nexon is 382L"
- The chatbot should handle the no-data or error cases, clearly communicating to the user that the data is not at the moment. In case of the technical/API error the bot should communicate to the user to try again later, the text should not contain technical jargon
- On follow up queries, the bot should keep the context.

User Story 2: Getting list of car/bike as per user preferences

As a user,

I want to get the list of car/bike that matches my preferences (like SUV cars under 20 lakh)

So that it gets easy for me to browse the cars/bikes of my interest

Acceptance Criteria

- The chatbot should provide the real time information with the updated details
- The chatbot should understand correctly the budget-based queries. "Under 20 Lakh", "Between 5 Lakh to 10 Lakh" and related queries should be converted to a structured price filter (min – max)

- The chatbot should apply filters on the user intent. When users add more constraints, the chatbot should map them to the appropriate filters, example “automatic”, “manual” ->Transmission; “SUV”, “Hatchback” -> “Body type” and so on
- The chatbot should return the relevant and concise list of 5-10 cars instead of the full catalog, and the results should be sorted in a pre-defined logic of popularity
- The chatbot should handle the no-result scenarios. It should clearly inform the user that no exact match is found
- The chatbot should clarify the ambiguous or incomplete queries. If the query is too vague, like “Show me good cars”, the chatbot should ask the follow-up questions like “What is your budget range?” “Any preference for the body type and the fuel type?”
- The chatbot should support refinement, When the user refines a query on an existing thread, like “only SUVs” or “make it automatic”, the chatbot should apply refinement on top of the existing filters. It updates the list and confirms the applied filters in plain language
- The chatbot should be able to handle the errors like API failures, it should show texts like “Please try sometime later”

User story 3: Car/Bike Comparison

As a user,

I want to compare the cars/bikes of my choices

So that I get help in narrowing down from my consideration set to make a purchase decision

Acceptance criteria

- The chatbot should accurately identify and map the entity that the user wants to compare. Like for two model comparisons, “Creta vs Nexon” or multi model comparison, “Creta vs Seltos vs Nexon”. Car vs Bike Comparison queries should be denied as the platform doesn't support cross domain comparison.
- The chatbot should return a structured, easy to read comparison; the output must clearly show side by side differences including prices, Engine details, fuel type, transmission, mileage/range, power & torque, Key features, safety rating, etc.
- The chatbot should highlight the key differences, not just provide the raw data dump to the users
- The chatbot should be able to handle partial attributes. If the user asks, “Compare mileage of Creta & Seltos” or “Compare ground clearance of Nexon and Creta”, the chatbot should return only that attribute

- The chatbot should have the ability to handle ambiguous or unknown models. If the model's name is unclear, it should ask the user follow-up questions. If the model doesn't exist in the database, the bot should inform the user
- The chatbot should be able to handle the errors like API failures, it should show texts like "Please try sometime later"

User Story 4: Recommendation/ Suggestion (Expert opinion)

As a user,

I want to receive expert recommendations & guidance from the chatbot based on my needs

So that I can make a confident & well-informed purchase decision without browsing multiple pages

Acceptance criteria

- The chatbot should suggest relevant information based on the user queries & identify intents such as "Which SUV shall I buy?", "Best scooters for daily commute", "Recommend EVs for long range". The suggested recommendation should match the vehicles listed on the website in the respective pages, the recommendations should come from the platform DB, internal expert opinion, news articles & aggregated insights
- The chatbot should collect missing preferences through follow-up questions. If user lacks required details like budget, use case, fuel preferences, seating etc., the chatbot should ask contextual follow-up questions
- Each recommendation should include – Why this model fits user's needs, pros cons, what type of user suits it best & how it compares to the alternatives.
    - Example – Tata Nexon – Strong build (5 Star safety), punchy engine options, good for family & city commute
- The chatbot should be able to update the suggestions based on the user follow up or refinement requirements like "Out of these options show only EV"
- The chatbot should avoid biased or unsafe claims like – This is the best car in India
- The chatbot should be able to handle – No model found scenario, communicate the user that as of now, no model matches your preferences

Sample Questions

1. What is the ground clearance of Tata Nexon?
2. How much mileage does Honda City give?
3. What is the boot space of Kia Sonet?

4. Tell me the power and torque of Royal Enfield Himalayan 450.
5. What is the battery range of Tata Nexon EV?
6. What is the fuel tank capacity of Pulsar 150?
7. Does Hyundai Creta have a sunroof?
8. Does Punch EV support fast charging?
9. Does Baleno come with ventilated seats?
10. Does the new KTM Duke 390 have traction control?
11. Is ABS standard on Honda SP 125?
12. What is the on-road price of Hyundai i20 in Bangalore?
13. What is the ex-showroom price of Maruti Swift?
14. What is the EMI for Tata Altroz under 20k per month?
15. What is the mileage of Creta SX(O) diesel?

16. What is the top speed of Ninja ZX-4R?
17. What is the difference between Nexon Fearless and Creative variants?
18. When is the new Swift 2024 launching in India?
19. Is the Royal Enfield Guerrilla 450 launched?
20. What is the expected price of Maruti Jimny Hybrid?
21. Show me cars under 10 lakh.
22. List the best bikes under 1.5 lakh.
23. Electric scooters under 1 lakh?
24. Cars between 8 to 12 lakh budget.
25. Show me compact SUVs.
26. List 7-seater cars under 20 lakh.
27. Show me sports bikes under 5 lakh.
28. Hatchbacks with good mileage.
29. Show me petrol automatic cars.
30. Diesel SUVs under 15 lakh.
31. Electric cars with at least 300 km range.
32. 125cc bikes with good mileage.
33. Cars suitable for highway driving.
34. Scooters good for daily office commute.
35. Cars with big boot space for family trips.
36. Bikes for long-distance touring.
37. Cars with sunroof under 12 lakh.
38. Autos with ADAS features under 25 lakh.

39. Bikes with slipper clutch under 3 lakh.
40. Cars with automatic climate control.
41. Compare Creta vs Seltos.
42. Nexon or Brezza — which is better?
43. Activa 125 vs Access 125.
44. Splendor vs Shine mileage comparison.
45. Compare mileage of Creta and Seltos.
46. Which has better boot space — Sonet or Venue?
47. Ground clearance comparison: Nexon vs Punch.
48. Which bike has more power — Duke 250 or RTR 200?
49. Compare Creta vs Seltos vs Grand Vitara.
50. Which is better: Activa, Jupiter, or Access?
51. Compare Punch EV, Tiago EV, and Tigor EV range.
52. Which one is safer — Nexon or XUV300?
53. Which is better for mileage — Splendor or Passion?
54. Which SUV gives better ride comfort — Hector or Harrier?
55. Suggest the best cars under 10 lakh.
56. What are the best SUVs under 15 lakh?
57. Recommend bikes under 2 lakh for beginners.
58. Which is the best car for city driving?
59. Suggest a car for long highway trips.
60. Recommend a scooter for daily office commute.
61. Which bike is good for touring?
62. Cars with best safety rating under 10 lakh?
63. Best cars with sunroof under 12 lakh.
64. Recommend EVs with fast charging and long range.
65. I am a first-time buyer, suggest a good car.
66. Which car is good for a family of 5?
67. I want low maintenance cars under 8 lakh.
68. Suggest a fuel-efficient bike for daily 40 km commute.
69. Nexon or Fronx — which is better value for money?
70. Should I buy diesel or petrol for my usage?
71. Is EV a good choice for me if I drive 25 km daily?
72. Which car is the most reliable in this segment?