**As an user**,

**I want to** chat with customer service whenever help needed about AI test tool

**Requirements:**

**1) Agent assistant based**

Before joining the queue

The chat system must allow users to ask questions. Before beginning the chat, a user must see:

* Whether the queue is Open, Closed, or Full.
* The estimated wait time. (Based on the higher of a static multiplier times the number waiting in the queue or the current maximum wait time in the queue)
* A link or button for starting a chat

Question form page

* Name (prefill if user is logged in)
* Email (prefill if user is logged in)
* Type the question

Chatting with an agent

* Both sides must be able to type messages to each other
* Both sides should see when the other is typing
* URLs sent by the agent must be linkified and must open in a new window, so as to not end the chat
* The entire chat session must be logged to the database
* There must be a button to end the chat session
* If a user closes the window instead of hitting button, prompt with new window
* Large messages (~20KB) must be supported for large pastes. HTML support would be ideal for pasted screenshots, but this is not required.

After the chat has finished

Users should see:

* A message thanking them for using the service
* An ability to get a transcript (via e-mail, printout, or any other method). If not a logged in user, an opportunity to type in an e-mail address must be presented.
* A post-chat surveys.

**2) AI assistant based**

Make the functions above through AI technology as much as possible.

**Successful Criteria:**

**Meeting 12/02 – Yang, Prof Gao, Eugene**

1. Introduction
2. Went through requirement
3. Yang come up one page of high-level design before next meeting, planned on 12/09