* **Greeting**
  + What specific message would you like to display when a customer accesses the chatbot?
    - "Welcome to ABC Bookstore! How can I help you find your next great read today?"
  + Should the greeting vary depending on the time of day or day of the week?
    - It would be nice to have a different greeting in the morning ("Good morning!"), afternoon ("Good afternoon!"), and evening ("Good evening!"). The day of the week does not matter.
  + Are there any specific branding elements or taglines that should be included in the greeting?
    - Please include our tagline, "Your world of stories," in the greeting.
* **Book Search**
  + What search criteria should the chatbot support? (e.g., title, author, ISBN, keywords, genre)
    - Title, author, ISBN, keywords, and genre should all be supported. If it could also handle publisher names, that would be great but it is not a requirement.
  + How should the search results be displayed? (e.g., a list, a carousel with cover images)
    - A carousel with cover images would be preferred.
  + Should the chatbot be able to handle misspellings or partial search terms, or should the chatbot inform the user that their book can not be found?
    - Please ensure the chatbot can handle misspellings and partial search terms. We don't want customers to miss out on a book just because they made a typo.
* **Book Recommendations**
  + What should the book recommendations be based on?
    - The users purchase and browsing history would be preferred. If that is not available base it on popular books in different genres.
  + How many recommendations should be displayed at a time?
    - Three to five recommendations at a time.
  + Should the chatbot explain why it is recommending a particular book?
    - Yes, a brief explanation such as "Because you enjoyed books by [author]..." would be helpful
* **Order Status**
  + What information should the chatbot be able to provide about an order? (e.g., order date, shipping status, estimated delivery date)
    - Provice order date, shipping status, estimated delivery date, and tracking information.
  + How should the customer be able to identify their order? (e.g., order number, email address)
    - The customer can enter in their order number or email address.
  + What should happen if the chatbot cannot find the order information?
    - If the chatbot can't find the order, it should apologize and provide an option to contact a human representative for assistance.
* **Contact Us**
  + What contact options should the chatbot offer?
    - Email and live chat are the primary options. A phone number can be displayed too but make sure it shows the hours of operation.
  + Should the chatbot be able to route the customer to a human? If it has this feature what information does the chatbot need to collect from the customer before connecting them with a human representative?
    - Yes, to route customers effectively, the chatbot should collect their name, email address, and a brief description of their issue.
* **Operating Hours**
  + Should the chatbot display different operating hours for different departments or services?
    - All operating hours are the same.
  + Should the chatbot display any special holiday hours?
    - Yes, but those hours are not always the same every year.
  + Should the chatbot be available 24/7?
    - The chatbot itself should be available 24/7, even if live chat and phone support are not.
* **Special Promotions**
  + Where should the chatbot get the information about special promotions? (e.g., from a database, from a website feed, etc…)
    - From a database we update.
  + How often should the chatbot update the promotions information?
    - At least once a day, ideally more often if there are flash sales or time-sensitive promotions.
  + Should the chatbot be able to personalize the promotions based on the user's interests or purchase history?
    - Yes
* **FAQs**
  + What are the most common questions that customers ask?
    - We have a list of FAQs that are listed on our website that can be used.
  + Should the chatbot be able to search through a knowledge base to find answers to FAQs?
    - Yes
  + Should the chatbot be able to learn from past interactions and improve its answers to FAQs over time?
    - Yes
* **Multiple Language support**
  + What languages should the chatbot support?
    - Spanish and English
  + Should the chatbot be able to automatically detect the user's preferred language?
    - Yes
  + Should the chatbot offer a way for the user to switch languages?
    - Yes