

Document name	Project requirement (Chatbot for PAL)
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PAL Chatbot

Document History

Ver. No	Release Date	Created By / Modified By and Date	Reviewed By and Date	Approved By and Date	Remarks and Changes Made
0.1	10 November 2022	Asfiya Khan	-	-	Initial draft.

PAL Chat Bot

Proposed System:

This project is required for the PAL system where we need virtual assistance to all the users spontaneously, so that we can address their queries on time and help them to appear for the courses, exam, etc. as soon as possible. This Chatbot should address to maximum all the queries pertaining to the PAL dashboard, and if the query is out of box we can still end the conversation with an email address to raise the concern.

So broadly the system consists of two roles:

1. User (Cybage users)
2. Admin (Training Executives)

User Dashboard:

1. User should see the Chatbot as soon as they visit the site.
2. User can start the conversation with our system.
3. The PAL queries and categories of queries is attached to this requirement document.
4. When use starts interacting with the system, they should be provided with broad categories of queries (e.g. Timesheet).
5. Once the category is selected the system should display further queries related to the category and so on.
6. Finally, the query need to be answered by the system or if the query is still unanswered system should help with an email address for further support.

Admin Dashboard:

1. Admin dashboard should have view to create, read, update, delete the queries.
2. Admin should have CRUD for the email address as well.
3. Admin should see the statistical view for the most frequently asked query and category.

Technologies to be used:

- HTML5
- CSS3
- JavaScript
- JQuery
- SASS
- Bootstrap
- RWD
- JSON file

In this system we will be using JSON file to keep the project data.

Tools:

- Static code validator – Linter/Hinter

Software Required

- Editors – VSCode, Eclipse, etc.
- Chrome / Mozilla browser.