

Answer from NCRST

Core functionality of the chatbot

Use case / Description	Examples	Information needed from the customer	Is to be implemented within the project	Comments
Access control Clustering the level of information, so the system can deliver the information according to the profile of users	the dialogues and information provided to the ordinary/ general users are different from those provided to the researcher users. e.g. general users have more limited information and dialogues than researchers	Is it necessary to provide different dialogues and information for each level of user? Information for general users Information for researchers Yes, its necessary, general users won't need to have an account, researchers will need to have an account on the portal	YES	The AJC will help NUST focus on the development of the core website So, the chatbot just only for the general users.
Bot personality	Atma Jaya Bot (SAVIRA): SAVIRA has a female character	Are there specific recommendations for chatbot personality? Female, male, neutral? Male and Female	YES	
User interface (UI)	Chat bot for healthcare providers	Are there preferences/ recommendations	YES	

(<https://gyant.com/>)

for the user interface? e.g. colour, font, display, etc. Standard display for fonts. Colours based on NCRST colours,