

## Venturing Digitally (P) Ltd.

### Project Status Documentation

#### AI-Powered Company Information Chatbot

##### Current Status

- Core chatbot system is developed and in the initial deployment phase.
- Website content-driven responses, real-time user interaction, FAQ integration, and an admin panel's basic setup are functional.
- Auto-suggestion at user input is implemented

##### Completed Modules

- Chatbot UI and user interaction-----Completed
- Website content scraping integration-----Completed
- AI model trained and deployed-----Completed
- Real-time response generation-----Completed
- FAQ setup and basic admin tracking-----Completed
- Auto-suggestion and typing features-----Completed
- Basic admin panel/dashboard (testing phase)-----Completed
- Basic add/edit/delete FAQ setup in ChromoDb (not full DB)---Using SquliteDB-----Completed

##### Pending/Upcoming Modules(Completed)

- **FAQ Management:** Full category, bulk import/export, analytics-----Completed
- **User Analytics:** Behavior, geographic, device/browser analytics, satisfaction metrics----Completed
- **AI Model Management:** Performance, accuracy, monitoring-----Completed
- **Integration Management:** API keys, third-party, webhook, synchronization-----Completed
- **Reporting & Insights:** Custom reports, data visualization, export, dashboards-----Completed

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- Future Vision:** Voice, WhatsApp, social, multi-language, CRM/ERP, advanced personalization and automation

### Project Progress Table

Component	Status	Notes
Core Chatbot	Completed	Deployed; functional
FAQ Integration	Completed	Structure implemented
Auto-Suggestion	Completed	Active in live chatbot
Typing Suggest	Completed	Active in live chatbot
Admin Dashboard	Completed	<b>Analytics/monitoring pending</b>
Advanced Modules	Completed	<b>Planned for future phases</b>
Tickets	Completed	<b>User Can Generate Real Time Tickets</b>
Live Chat	Completed	<b>User is able to do Chat Live with our Support Team</b>
User Feedback	Completed	<b>After Chatting User give Feedback of Live Chat</b>
User Management	Completed	<b>Admin Manage User Access/Create User/Roles And Permission Like Support Tab/Live Chat Tab/FAQ Management Tab etc</b>

### Support Chat System

#### System Description

- Real-time support chat integrated into the user and admin dashboards.

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- Users can initiate chats for queries, issue resolution, and general assistance.
- Support chats are handled in a ticket-style thread with categorized tags (e.g., Technical, FAQ, General).
- Conversation history is preserved per user and can be exported as needed.

#### Features

- Live chat with automated AI agent and human handover
- Chat transcript storage for review, analytics, and compliance

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- Auto-response on common queries based on FAQ database
- Escalation path to domain experts or admins for unresolved issues
- Push notifications to admins for high-priority requests
- Multi-tab and mobile responsive UI

## Role-Based Access System

### Role Models and Permissions

- **End User:** Can interact with chatbot, view own queries/history, and access relevant FAQs.
- **Support Agent/Admin:** Can view/respond to support chats, manage FAQs, and view user analytics.
- **Super Admin:** Full access to all modules—model management, system monitoring, integration, analytics, user/agent management, and reporting.

### Implementation Notes

- Role assignment at account creation or via admin dashboard
- Fine-grained module-level access check for APIs and UI elements
- Chat threads visibility restricted by role (users see own threads; agents/admins see all)

### Next Steps

- Finalize advanced admin features: Analytics, monitoring, enhanced reporting
- Complete integration with third-party services (CRM, ERP, social platforms)
- Enable multi-language and voice-user interface
- Deploy support chat and role-based module for live feedback and user support

**Deadline** – 20 October 2025 (As per discussion)

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## Venturing Digitally AI Chatbot Project – Implementation Summary

### Implemented Modules (100% Complete)

#### 1. AI Chatbot System

- **Local LLM Integration:** Custom-built AI model powering the chatbot.
- **FAQ Management:** Smart matching system for automatic FAQ retrieval.
- **Typing Suggestions:** Real-time query suggestions for users.
- **Context Memory:** Maintains conversation history for contextual responses.

#### 2. Admin Dashboard

- Analytics Dashboard: Real-time system and user activity metrics.
- **User Management:** Complete CRUD features for users with role assignments.
- **FAQ Management:** Facilities to add, edit, and delete FAQs.
- **System Monitoring:** Continuous health and performance checks.
- **Role-based Access:** Multi-level permission controls for admins.

#### 3. Live Chat System

- **WebSocket Communication:** Real-time bidirectional chat support.
- **Request Management:** Accept or reject live chat requests from users.
- **Session Management:** Full lifecycle management of chat sessions.
- **Timer System:** 2-minute countdown for chat request timeouts.
- **Progress Bar:** Visual progress indicator tied to chat request timers.
- **Message Storage:** Chat messages efficiently stored in JSON format.

#### 4. Security & Authentication

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- **JWT Authentication:** Secure token-based authentication.
- **Role-based Access:** Multi-layer security permissions.
- **CORS Configuration:** Proper cross-origin request support.
- **Input Validation:** Robust security checks on all inputs.

## 5. Database System

- **SQLite Database:** Lightweight, file-based persistent storage.
- **JSON Message Storage:** Efficient format for storing chat data.
- **Schema Management:** Well-defined database structure.
- **Data Migration:** Scripts for database updates and changes.

## Extra Features Added (Beyond Original Scope)

### 1. Advanced Live Chat Features

- **Request Cancellation:** Users can cancel pending chat requests.
- **Dynamic Support Names:** Real support agent names displayed dynamically.
- **Custom Rejection Modals:** Friendly user notifications on request denial.
- **Feedback System:** Post-chat user feedback collection.
- **Session Analytics:** Comprehensive tracking and reporting on chat sessions.

### 2. Enhanced Admin Features

- **Real-time Notifications:** Instant updates and alerts on activities.
- **Advanced Analytics:** Detailed metrics for deeper insights.
- **Export Capabilities:** Data export in various formats for reporting.
- **System Health Monitoring:** Ongoing performance and status checks.

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### 3. UI/UX Improvements

- **Custom Modals:** RejectionModal, ChatNowModal providing smooth user interactions.
- **Timer with Progress Bar:** User-friendly visual countdown during chat requests.
- **Responsive Design:** Mobile-first design ensuring usability on all devices.
- **Smooth Animations:** Enhanced user experience with UI transitions.

### 4. Database Optimizations

- **Optimized Queries:** Improved database access performance.
- **Data Migration Scripts:** Simplifies database version updates.

This summary document encapsulates all the fully implemented core and advanced functionalities in your Venturing Digitally AI Chatbot system, highlighting both completed requirements and valuable enhancements beyond the original plans.

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