# Chatbot Functional Requirements

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1. Flowchart of User Interaction with the Chatbot

2. Diagram of Escalation Process to Human Agent

# Core Features

## User Authentication

* + The chatbot must support user login functionality.
  + Users should be able to log in using their credentials.

## Frequently Asked Questions (FAQs)

* + The chatbot must provide answers to common questions.
  + FAQs should be easily accessible to users.

## Escalation to Human Agent

* + The chatbot must allow users to escalate their queries to a human agent.
  + Escalation should occur seamlessly when the chatbot cannot resolve an issue.

# Assumptions

* Users have access to the internet.
* Users are familiar with basic chatbot interactions.

# Out of Scope

* Integration with third-party applications.
* Support for multiple languages.