# Chatbot Functional Requirements

# Table of Figures

1. Flowchart of user interaction with the chatbot.

2. Diagram illustrating escalation process to human agent.

# Core Features

## User Authentication

* + Support for user login.
  + Secure handling of user credentials.

## Information Retrieval

* + Ability to provide FAQs.
  + Dynamic responses based on user queries.

## Human Escalation

* + Option to escalate to a human agent.
  + Seamless transition from chatbot to human support.

## Multi-Language Support

* + Support for multiple languages.
  + Language detection based on user input.

# User Experience

* Intuitive interface for easy navigation.
* Quick response times to user queries.

# Assumptions

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

# Out of Scope

* Integration with third-party applications.
* Voice recognition capabilities.