# Chatbot Requirements Document

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1. Flowchart of Chatbot Interaction Process

2. User Journey Map for Chatbot Features

# Functional Requirements

## Core Features

* + Support for user login.
  + Ability to provide FAQs.
  + Escalation process to human agents.
  + Multi-language support.
  + Integration with payment gateway.

# User Experience

* Intuitive interface for easy navigation.
* Clear instructions for users during interactions.
* Feedback mechanism for user satisfaction.

# Technical Requirements

* Secure authentication methods for login.
* Robust API for payment gateway integration.
* Language translation capabilities.

# Assumptions

* Users will have access to the internet.
* Users will have accounts for login functionality.
* The payment gateway will be compatible with the chatbot.

# Out of Scope

* Voice recognition capabilities.
* Integration with social media platforms.
* Advanced AI features beyond basic FAQs.