# Chatbot Functional Requirements

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1. Flowchart of Chatbot Interaction Process

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# Core Features

## Login Functionality

* + Users must be able to log in using their credentials.
  + Support for password recovery must be included.

## FAQs

* + The chatbot must provide answers to frequently asked questions.
  + FAQs should be categorized for easy navigation.

## Escalation to Human Agent

* + Users must have the option to escalate their queries to a human agent.
  + The escalation process should be seamless and user-friendly.

# Assumptions

* Users will have access to the internet.
* Users will have accounts to log in to the chatbot.

# Out of Scope

* Integration with third-party applications.
* Support for voice commands.