

# Documentation & Support Agent

## Platform and Product Relationship

### Overview:

- **Platform:** The foundational layer providing baseline features for all products.
- **Products:** A total of 16 products, each developed by combining various modules.
- **Modules:** Specific functionalities or business cases, e.g.:
  - **REM Product (Regulatory Engagement Management):** This product includes modules such as Issue Management (ISM), Regulatory Engagement (REN), and Regulatory Engagement Management (REM).
  - All products are built using the platform's baseline features on top of the foundation layer.

### Customer Usage:

- Customers interact with **products** by either:
    - OOTB: Uses OOTB products which is 10% of customers.
    - **Extending:** Modifying the order, adding, or removing fields in existing forms.
    - **Customizing:** Creating entirely new forms tailored to their specific needs.
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## Release Documentation

### 1. Release Specific:

#### 1. What's New:

- Highlights new changes specific to each release.
- Available for every product and every release.

#### 2. Release Notes:

- Includes new changes and major issues resolved in each release.
- Available for all products and all releases.

#### 3. JIRA:

- Using JQL, all stories and improvements for each release can be tracked.

#### 4. Advisory Notes

### 2. Guides

1. Detailed guides on product features, updated with each release.
2. These guides do not specify release-to-release changes and act as a comprehensive manual.

### 3. Different Guides are:

1. User Guide
  2. Admin Guide
  3. Configuration Guide
  4. Technology Stack Certification Guide
  5. Briefcase User Guide
  6. etc...
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## AI Integration and Reports

### 1. AI Enhancements:

- OpenAI assistant and a corresponding Vector DB are created for each product and platform.
- Embedded documents include **What's New, Release Notes, Stories/Improvements, Overview Documents and Guides** into corresponding product Vector DB.

### 2. Generated Reports:

- **Change History Report:** Summarizes changes across releases (e.g., Arno to Euphrates2 Update 1).
- **Feature Evolution Report:** Tracks feature progression across releases.
- Reports generated for 5 products and the platform so far.

### 3. Virtual PM

1. Q&A for any question (within the reach of above documents)
  2. Context aware
  3. Export to PDF
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## Python Program Requirements

### Features:

- **Change History Report:**

- The user selects a product and task (Change History Report).
- The program fetches an existing report if available; otherwise, it uses the following and generates a report:
  - Pre-configured OpenAI assistant.
  - Pre-configured prompts and system instructions.
- It passes the content generated by the OpenAI assistant to the ChatGPT API for better formatting and generates a well-structured PDF report and download in the local machine.

- **Feature Evolution Report:**

- The user selects a feature and task (Feature Evolution Report).

- Similar workflow as the Change History Report, leveraging OpenAI assistant, prompts, and ChatGPT API for PDF generation.

- **Virtual PM**

- The user selects a product and task (Virtual PM).
- It enables a Chat Box, where user can perform Q&A with context awareness.
- It provides feature for exporting the result in PDF format.

- Each product works like an Agent.
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## Concerns

### 1. Maintenance & Manual Effort

- **Challenges need to be addressed, or enhancements needed:**

- **17 Assistants and Vector DBs:** requires separate assistants for the platform and each product.
  - Currently it has Platform + 5 Products, Other products assistants required to create.
- **Document Uploads:** For every release, documents must be uploaded for each assistant.
  - SharePoint:
    - Auto-download and getting DELTA needs to be addressed.
    - Option for Auto upload to Vector DB corresponding to Product.
  - Confluence:
    - Delta-download needs to be addressed.
    - Option to download content from a Single page with/without the child pages.
    - Option for Auto upload to Vector DB.
  - Manual:
    - Option to add one/multiple documents with different types and Upload to Vector DB corresponding to Product.
  - Separate page for upload of on-demand documents manually and provide option to input Confluence Space/Specific Page.
- **Prompt/System Instructions Updates:** Improvements or updates are isolated to specific assistants, which is good for separation of concern but labor-intensive.
  - Implement RLHF (Reinforcement learning from human feedback)
    - Based on Customer feedback, enhance the prompts and instructions.
    - Provide option for giving textual feedback, which will help in enhancing the generated reports.
- Content of the report needs enhancements to include:
  - Other aspects as per CSS team need.

- If possible, analyze CEC report which has other technical differences and include that.
  - The earlier result were very good but current results were not accurate. Needs correction.
  - UX Screen enhancements.
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## 2. Chatbot Configuration

- Copy content is not working properly
  - Hallucination of results seen. Needs correction.
  - Each product agent needs to talk to each other to get consolidated result for the user query.
  - Implement RLHF:
    - Based on Thumps Up/Down along with option for User feedback in Text format, need auto enhancement on prompt.
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## 3. Log Analyzer

1. Analyze different logs and find issues and patterns
2. Log Analysis for an issue

## 4. Jira Analyzer

1. Analyze issues from JIRA, provide analysis of the issue and implementation plan.
  1. Analyze issue from content of Jira, attachments, linked issues, log analysis
  2. Provide implementation plan where and what to fix.