# Requirements

The tool needs to be able to perform the following functions:

MoSCoW – Must have, Should have, Could have, Won’t have

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| System Requirements |  |
| Secure – the tool must have strong guarantees over the protection of First Mile data – including MFA | M |
| Intellectual property – all data entered must remain the property of First Mile and will not feed into any wider LLMs | M |
| Cloud based – the AI HR assistant must be accessible via a browser and not require any installation or infrastructure assets | M |
| SaaS – the AI HR assistant must be SaaS based – all releases are managed by a 3rd party | S |
| Audit trail – it should have a full audit trail on documents being added to its repository and of people accessing it | M |
| Functional Requirements |  |
| It must understand UK employment law | M |
| It needs to learn the organisational department structure of First Mile so as to answer questions | M |
| It needs to learn the management hierarchy so as to answer questions about First Mile | M |
| It needs to learn the business model of First Mile so as to answer questions | M |
| Company wide policies, processes and best practices must be uploadable so that the system will learn about First mile so as to answer real world questions | M |
| Department specific policies, processes, FAQ and best practices must be uploadable so as for the system to learn and answer questions | M |
| Training materials are to be uploaded | M |
| It must be capable of translating documents and materials to First Mile’s key languages (English, European, Eastern European) | M |
| It must be capable of translating document and materials into all languages | C |
| It should understand best practices around an organisation First Mile’s size | S |
| Documents should have either a published or proposed status – so that the system can understand what is coming in the future | S |
| It should have a mechanism for keeping staff updated on highlights and recent changes | M |
| It should be able to learn about First Mile customer data, either from a direct feed from Salesforce or some form of integration (powerBI) | S |
| It should understand HR and wellbeing best practices | M |
| It should be capable of learning the onboarding process for each department and managerial level | M |
| It should be capable of capturing user input | S |
| It could have functionality to make the recruitment process more efficient and effective | S/C |
| Needs to have clear strategy for two distinct types of staff Office based and operational staff (drivers) | M |
| Should have a customisable tone of voice to reflect First Mile house style, brand and values | S |
| Should have clear processes about how data sources are used e.g. MS Teams | M |
| Should have a ticketing system for HR and other requests | S |
| Could allow for employee insight gathering | C |
| Should be accessible from a phone for drivers | M/S |
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