



Salesforce IDEathon

Group 19

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Business Problem

Current Driver's License Application

- Inefficient and inconvenient process
 - Must physically visit the DMV
 - Wait in line to access services
- Reduce customer satisfaction
- Strain government resources

With the Salesforce chatbot

- Allow instant assistance and workflow for DMV employees
 - Handle applications and data efficiently
- Reduce wait times
- Improve accessibility
- Enhance overall service delivery


Documentation: Process Map (overall)





Documentation: User Journey and Requirements Document

Users Journey:

- User inputs text
- Then gets prompted to answer the following
 - First Name, Last Name, Date of Birth, Street Address, State, Zip Code, Gender, Hair Color, Eye Color, Height, Weight, and then you get a summary of the answers.
- See image 

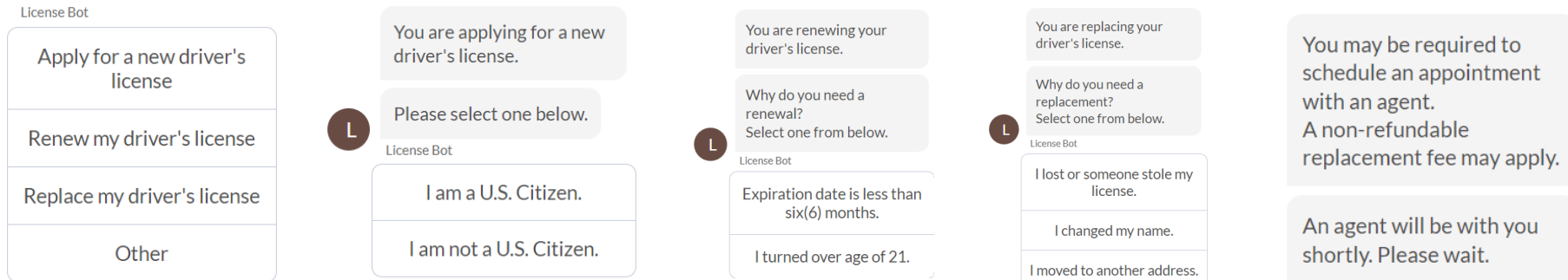
First Name: Sooyoung
Last Name: Lee
Date of Birth: Dec 27, 1999
Phone Number:
8019999999
Street Address: 260 S 500
E APT 999
City: Salt Lake City
State: UT
Zip Code 84102

Sex: Male
Hair Color: BLK
Eye Color: BRN
Height: 6ft1
Weight: 185
Email:
u1320679@utah.edu

Documentation: User Journey and Requirements Document

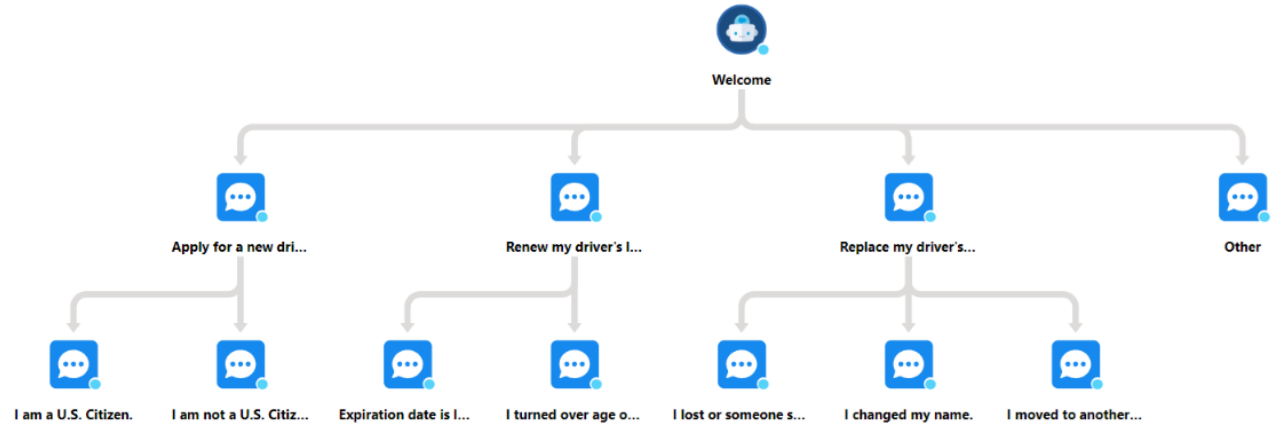
Users Journey:

- User selects a service
- Then gets prompted to answer whatever each dialogs ask the user
- At the end, users are connected to an agent to schedule appointments for in-person tasks
- See image below



Chatbot Structure

- Chatbot Map
- [Our chatbot](#)





Functionalities

Our bot can do:

- Retrieve imputed data
- Repeat the data to user for review
- Information Retrieval
- Create Record
- Rule based Actions
- SMS like communications

Real world application

- Organizes imputed work for easy organization and retrieval.



Thank you for your time, the end.