Use cases:

User
- The user needs to be able to communicate with the bot through the chat
- The bot needs to be able give the user the ability to search through a variety of different options to retrieve information

Owner
- The owner needs to be able to use the chat to interact with and input the data with simple commands
- The bot needs to be able to clearly point the owner in the right direction if any errors occur
- The bot needs to be able to allow the owner to delete any incorrect entries