End-user interface requirements

This document provides high-level requirements for an end-user interface that can be used by scientists and other non-engineering users at Lhasa to user-test the conversational experience provided by the POC.

Goals

The goals / purpose of providing this interface are as follows:

1. Allow end-users to enter and provide feedback on questions directed at the system, to enable improvements to performance against known (existing) queries
2. Enable end-users to experiment with the system and develop further questions that they may not originally have thought about, though the experience of seeing their starting questions answered (or not)
3. Help bring the POC to life in the broader Lhasa community

Functional requirements

- [P1] Web-accessible conversational interface with the ability for a user to type in a question and get a well-formatted, easy-to-read response
- [P2] Session-based multi-turn capability - the user can ask follow-up questions which will be answered with the context of their previous question and answers
- [P2] Ability to clear session context / create a new session
- [P1.5] Ability for a user to provide a rating for an answer on the following bases:
  - Accuracy (did the answer contain any factually inaccurate components)
  - Completeness (did the answer omit any important detail)
  - Usefulness (did the answer provide value that could not have been extracted from simply going to source systems such as Vitic)

Non-functional requirements

- History of all user questions, answers and ratings saved to an S3 store in some structured format (including the identity of the user who asked the question)
- Ability to connect to appropriate test version of the back-end (or be deployed along with updates to the backend), and for this information to be logged along with questions, answers and ratings
- Simple access control, ideally user-based (to enable per-user answer logging)
- May be provided standalone or within the AWS management environment if easier

UX framework options

- Amazon Lex
  - Handy low/no-code option from Amazon; might be useful in getting a “quick and dirty” UX up to interact with the current system, but may not be customisable enough to address the requirements above
- LibreChat
- Reachat
- Chatbot UI

- Open WebUI