
LEXREY

AI Chat Bot

Project Vision Document

Version 1.0

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Revision History

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Document Approval List

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1 Introduction

<Write an introduction of the Project Vision Document providing an overview of the entire document. >

The Project Vision document provides an overview of the entire IT Clan AI Chat Bot project. It will describe the project's purpose, scope, problem statement, positioning, stakeholder details, assumptions and constraints. Overall, IT Clan is looking for an AI Chat Bot that helps with customer service and general Q&A. It will be the first line of communication for end users. This chat bot will be created to adapt and learn from natural language processing. Natural language processing will allow the chatbot to understand a client's messages and respond appropriately, this is how a chatbot can meaningfully differentiate between "Hello" and "Goodbye".

1.1 Purpose

<Specify the purpose of the Project Vision Document and why the organization would create this document.>

The purpose of the Project Vision Document is to provide a high level overview of the entire IT Clan AI Chat Bot project. The organization has created this document to keep track of the scope of the project, the project problem statement, positioning, stakeholder details, assumptions and constraints. By summarizing these key components of the project, the Project Vision statement provides the organization with everything they would need to know about the project.

1.2 Scope

<A brief description of scope>

- Our scope consists of creating a product (in this case an AI Chatbot) for the IT clan to help customers with FAQs, customer service and general inquiries. We will be working directly with the management at our designated project company in the creation and development of this AI Chatbot.
-

1.2.1 In Scope

- The IT Clan website will be directly positively affected by the AI chatbot, as it will have an additional resource and client facing interactive tool on their site. This will benefit their staff because of the better use of their time and energies being directed towards their work at the IT clan instead of constantly answering FAQs online and answering basic customer inquiries like the business hours/who to contact.

1.2.2 Out of Scope

< Define the processes and systems that are not affected or influenced by this document >

- Our team's internal communication platforms will not be affected or make use of this AI chatbot, as it only applies to the IT clan external website.

1.3 Definitions, Acronyms, and Abbreviations

<This subsection provides the definitions of all terms, acronyms, and abbreviations required to properly interpret the Project Vision document. This information may be provided by reference to the project's Glossary>

Listed below are definitions, acronyms and abbreviations that may be required to properly interpret the Project Vision document.

- AI - artificial intelligence, intelligence demonstrated by machines.
- IT - information technology, what businesses use computers for.
- Natural language processing - pertaining to the interactions of computers and the human language, where computers are able to understand text and speech
- Scope - what is relevant to the topic/subject
- Stakeholder - any individual or group that has an interest in the organization and can affect it

1.4 References

<This subsection provides a complete list of all documents referenced elsewhere in the Project Vision. Identify each document by title, report number if applicable, date, and publishing organization. Specify the sources from which the references can be obtained. This information may be provided by reference to an appendix or to another document>

- Need to be provided by Vimal/IT Clan

Reference File Name	Version	Description

2 Positioning

2.1 Business Opportunity

< Briefly describe the business opportunity being met by this project >

Department currently uses conventional methods like emails and phone calls to serve queries from the intended users. This causes lagged communication and is a reputational risk. With the AI Chatbot, we can improve work efficiency by reducing labor costs, time, and manual response to the FAQs, and we can deliver smooth/faster responses and support to customers, which will increase user satisfaction.

2.2 Problem Statement

< Provide a statement summarizing the problem being solved by this project. The following format may be used>

The Problem of	Lack of available IT Clan agents to answer commonly asked questions. Additionally, these representatives are not available 24/7
affects	Clients who finish work late or live in a different time zone
the impact of which is	No support available for clients
a successful solution would be	Clients will have access to support at all times which would also decrease the load on the representatives.

Table 1 Problem Statement

2.3 Product Position Statement

< A product position statement communicates the intent of the application and the importance of the project to all concerned personnel >

For	IT Clan clients and prospective clients
Who	IT Clan
The <product name>	AI ChatBot
That	Responds to Client inquiries appropriately and provides effective solutions very similarly to what a human representative would do.
Unlike	Existing AI Chatbots that are not developed through Natural Language Processing.
Our product	Interactive AI Chatbot with the ability to adapt and learn

Table 2 Product Position Statement

3 Stakeholder and User Descriptions

< This section provides a profile of the stakeholders and users involved in the project, and the key problems that they perceive to be addressed by the proposed solution. It does not describe their specific requests or requirements as these are captured in a separate stakeholder requests artifact. Instead, it provides the background and justification for why the requirements are needed>

3.1 Stakeholder Summary

< There are a number of stakeholders with an interest in the development and not all of them are end users. Describe and list the project stakeholders>

Stakeholder Name	Represents	Role
Vimal (IT Clan Manager)	IT Clan, their AI ChatBot requirements and the necessary resources to complete the project	Project Control Manager + Mentor

Table 3 Stakeholder Summary

3.2 User Summary

< Present a summary list of all identified users of the system >

- put in user after creating personas

User Name	Description	Responsibilities	Stakeholder
Dorothy Jones	Customer	-Accessing the AI Chatbot system on the IT clan's website to be able to make general inquiries on the AI Chatbot	Customer
Mariana Bowie	Customer	-Accessing the AI Chatbot system on the IT clan's website even in off hours due to her hectic schedule.	Customer

Danny W.	IT Clan Manager	-Managing his company projects and IT clan staff and overlooking further inquiries resulting from clients interacting with the AI chatbot.	IT Clan Manager
Jackson Smith	General IT Clan staff member	-Updating the functionalities on the AI chatbot and to receive notifications of incoming further inquiries from clients.	Customer

Table 4 User Summary

4 Stakeholder Requirements

< Categorize and list the requirements from the perspective of the business stakeholder and potential system users >

- Need to be provided by Vimal / IT Clan

ID	Requirement	Stakeholder
1		
2		
3		

Table 5 Stakeholder Requirements

5 System Features

< List and briefly describe the system features. Features are the high-level capabilities of the system that are necessary to deliver benefits to the users. Avoid design. Keep feature descriptions at a general level. Focus on capabilities needed and why (not how) they should be implemented >

ID	Feature	Stakeholder Requirement ID
1	Chatbot - Main feature of the application which will assist clients at all times.	1
2	Database connectivity - Chatbot will be able to connect to a database and register clients as well as their requests.	2
3	Smart Talk - Implement a Natural Language Processing algorithm to make the chatbot respond as close as possible to a human.	3
4	Appealing Website - Implement a good looking interface with React on the front-end.	4
5	Neural Network Enhancement - Enhance the chatbot with further capabilities that can be trained with Deep Neural Networks.	5

Table 6 System Features

6 Assumptions

<List all assumptions made about any of the content provided in this document. Assumptions should be applicable to the scope, desired solution, requirements, business process, and stakeholders >

- 1- Data required to implement a Natural Language Algorithm is available.
- 2- Stakeholders will provide resources that would allow us to use Google based technologies.
- 3- Mentoring available for team members who may run into problems.
- 4- Time required to train the AI Model is reasonable.
- 5- Computers available can handle training the expected amount of data.
- 6- Accuracy of the project schedule dates.
- 7- Stakeholder delivery times.

7 Constraints

<List any process constraints, external constraints or other dependencies >

- Amount of data available to train the NLP algorithm
- Time
- Available clientele for beta testing