1: Ask Orientation Questions

- **As a** new student
- **I want** to ask the chatbot questions about orientation schedules, resources, and campus facilities
- **So that** I can quickly find relevant information without searching multiple sources
- **Acceptance Criteria**:
  - User can type or click on a predefined question to ask about orientation details.
  - The chatbot provides accurate, up-to-date responses within 3 seconds.
  - The chatbot references the latest Student Affairs data.
- **Estimate**: **5 story points**
- **5 Days**

2: Provide Chatbot Feedback

- **As a** new student
- **I want** to give feedback on the chatbot's helpfulness or accuracy
- **So that** the Student Affairs team can improve it for future users
- **Acceptance Criteria**:
  - Users can rate responses on a scale (e.g., 1–5 stars) or provide short comments.
  - Feedback is stored in a database for reporting.
- **Estimate**: **3 story points**
- **5 Days**

3: Admin Update FAQs and Orientation Data

- **As an** admin
- **I want** to be able to add or modify FAQs and orientation data in the chatbot system
- **So that** students always see the most current and accurate information
- **Acceptance Criteria**:
  - Admin can log into a secure dashboard with role-based access.
  - Admin can edit or add new FAQ entries, orientation schedules, and resource links.
  - Changes are reflected in the chatbot within 1 hour (or less).
- **Estimate**: **8 story points**
- **5 Days**

4: Scalability and Load Testing

- **As a** developer/architect
- **I want** to ensure the system can handle 1,000 concurrent users
- **So that** it remains responsive during peak orientation periods
- **Acceptance Criteria**:
  - Perform load tests simulating 1,000 concurrent users.
  - System maintains an average response time of under 3 seconds.

- **Estimate**: 8 story points
- **10 Days**

5: Accessibility Compliance

- **As a** user with varying abilities
- **I want** the chatbot to be accessible according to WCAG 2.1 guidelines
- **So that** I can interact with the system effectively regardless of my disability
- **Acceptance Criteria**:
    - Proper contrast, labeling, and keyboard navigation are verified.
    - Screen readers can access chatbot text properly.
- **Estimate**: 3 story points
- **5 Days**

6: Prompt Engineering for Optimized Chatbot Responses

- **As a** developer/administrator
- **I want** to create, refine, and manage prompt templates used by the chatbot's NLP or language model
- **So that** the chatbot's responses remain contextually accurate, consistent, and aligned with Student Affairs guidelines
- **Acceptance Criteria**:

- Administrators/developers can define prompt templates that structure how the chatbot formulates responses.
- Prompt templates can be version-controlled, allowing rollback to previous configurations.
- Changes to prompts can be tested in a sandbox environment before being deployed to production.
- The chatbot's answers reflect improved accuracy, tone, and style based on refined prompts, as validated by test conversations.
- Documentation exists for how to create and maintain prompt templates, including best practices and guidelines for prompt engineering.
- **Estimate**: 5 story points
- **15 Days**