System Fault Reporter

Guided chatbot for structured fault reporting and escalation

Abstract

A chatbot assistant that guides users through the structured process of reporting a system fault. It collects key technical details (subsystem, severity, and description), confirms the report, and outputs a complete fault summary for downstream tracking or escalation.

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# User Documentation

## 1. Overview

This chatbot guides users through reporting a technical system fault.  
It collects structured inputs — the affected subsystem, severity level, and a brief description — and generates a complete fault report for escalation or tracking.

This slide introduces the chatbot and its purpose in assisting with structured fault reporting.

## 2. Interaction Flow

1. **Select Subsystem** — User specifies the affected area (e.g., networking, power).
2. **Set Severity** — User selects how critical the issue is.
3. **Describe Issue** — A short explanation of the fault is provided.
4. **Confirm Report** — The chatbot summarizes the details and asks for confirmation.
5. **Submit or Revise** — Based on confirmation, the bot submits the report or follows up politely.

This slide outlines the steps the user follows during the interaction with the chatbot.

## 3. Input Fields

| Field | Description | Example |
| --- | --- | --- |
| subsystem | The affected system area | networking |
| severity | The level of urgency | critical |
| description | A short explanation of the problem | "Server offline" |
| confirmation | Indicates if the report is ready for submission | true |
| response\_to\_user | Message shown when the report isn’t confirmed | "Please confirm" |

This slide details each of the fields the chatbot collects from the user.

## 4. Output Behavior

* If all required fields are present and confirmation is true, a full fault report is generated.
* If not confirmed, a helpful message is shown and the bot remains ready to proceed.

This slide explains how the chatbot behaves based on user input.

## 5. Usage Notes

* The bot ensures all required fields are filled before submission.
* It provides concise prompts for clarity.
* Useful in helpdesk, monitoring, or incident reporting contexts.

This slide offers general tips and context for effective use of the chatbot.