### **SWOT Analysis Prompt for REQ002 - Enhance Customer Support Responsiveness**

Objective: To conduct a SWOT Analysis for the project aimed at enhancing customer support responsiveness in an e-commerce system.

Instructions:

* Strengths: Identify the internal positive attributes of the project. Consider factors like existing resources, technological capabilities, and team expertise.
* Weaknesses: Identify internal negative attributes. Consider areas like budget constraints, potential skill gaps in the team, or limitations in current technology.
* Opportunities: Identify external factors that could be advantageous. This might include market trends favoring customer support, potential partnerships, or technological advancements.
* Threats: Identify external factors that could cause problems. These might include competitive market actions, changing customer expectations, or regulatory challenges.

### **Example SWOT Analysis for REQ002**

Strengths:

* Strong technical team capable of developing and integrating new systems.
* Existing infrastructure that can support additional enhancements.
* Good track record of customer service, providing a foundation to build upon.

Weaknesses:

* Limited budget for extensive system overhauls.
* Current staff may require significant training for new systems.
* Potential disruption to existing customer support operations during transition.

Opportunities:

* Increasing market demand for quick and efficient customer support.
* Availability of advanced customer support technologies like AI chatbots.
* Potential to collaborate with technology providers for advanced solutions.

Threats:

* Competitors already implementing advanced customer support systems.
* Rapid changes in technology could make new systems quickly outdated.
* High expectations from customers for immediate and effective support.

This SWOT analysis provides a structured overview of the internal and external factors that could impact the success of enhancing customer support responsiveness. It helps in strategic planning and identifying areas that need attention for the successful implementation of the project.