

Product Requirements Document (PRD)

Product Name: Scout

Type: Internal Slackbot Tool for Knowledge Access

Overview

Scout is an internal Slackbot that gives Arrow employees access to company knowledge through natural language queries in Slack. It aggregates content across uploaded files and web sources, responding publicly in threads to promote knowledge sharing and organizational alignment.

Problem

Team members spend too much time searching across tools (Notion, Linear, Google Drive, Slack, etc.) or asking repeated questions. Knowledge is siloed, and insights often don't propagate beyond private 1:1 conversations.

Goal

Build a lightweight MVP that:

- Lets anyone at Arrow ask questions via Slack
 - Responds with answers using both uploaded internal knowledge and web data
 - Shares responses publicly to spread knowledge
 - Always cites sources
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Slack UX

- **Channel:** #ask-scout

- **Interaction Flow:**

- User tags @scout with a question
- Scout responds in a thread with a cited answer
- Follow-ups are handled in the thread

Core MVP Features

1. Slack Integration

- Triggered by @mentions in a specific channel
- Responds in threads

2. LLM Bot Engine (via OpenAI API)

- Uses OpenAI API for natural language generation
- Accepts context and sources from embedded file content
- Falls back to web search if internal sources don't suffice

3. File Upload-Based Knowledge Ingestion (MVP Scope)

- Accepts PDF, CSV, TXT, DOCX, and other common file types

4. Citation Engine

- All answers contain linked sources
- Shows confidence level or source ranking (optional)

5. Access Control

- Only users in Arrow Slack workspace can query
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Next Steps

1. Set up Slackbot with basic command handler
2. Build ingestion pipeline for file uploads. I should be able to have a dashboard where I can upload files and describe what the file is so Scout knows where to look
3. Implement RAG engine using OpenAI + vector DB
4. Deploy to #ask-scout with internal team pilot