Universal AI Website & Database Assistant

1. Overview (What is this product?)

This product is a **plug-and-play AI chatbot platform** that any website owner can use to let users **ask questions about their website content and database in simple language**.

In simple terms: - Website owners connect their **documents** (PDFs, policies, FAQs) - They optionally connect their **database** (read-only) - They embed a **chatbot widget** on their website - End users ask questions - The AI answers using the company's **own data**, safely and accurately

This is built as a **SaaS (Software as a Service)** product, meaning: - One platform - Multiple companies - Monthly subscription

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2. Problem Statement (Why this product?)

Current Problems Faced by Companies

- Important information is scattered across PDFs, databases, and dashboards
- Non-technical users cannot query databases
- Support and internal teams answer the same questions repeatedly
- Existing chatbots only handle FAQs, not real business data

Example Problems

- "What is our refund policy?" → PDF
- "How many orders were delivered today?" → Database
- "Where is my order?" → Database
- "Explain leave policy" → Document

Companies want **one simple interface** to answer all these.

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3. Solution (What your product does)

Your product provides: - A **single AI chatbot** - That understands **documents + databases** - Works on **any website** - Requires **no AI knowledge** from the company

Key idea:

> Companies don't change their system – they just connect it.

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4. Target Users

Primary Users (Customers)

- SaaS companies
- Startups
- E-commerce websites
- Enterprises
- Internal teams (HR, Support, Finance)

End Users (Who chats with the bot)

- Website visitors
- Employees
- Customers
- Support agents

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5. User Roles

1. Platform Admin (You)

- Manages SaaS
- Handles billing & plans
- Monitors usage

2. Company Admin

- Creates workspace
- Connects database
- Uploads documents
- Configures chatbot

3. Team Members

- Uses chatbot
- Views analytics (if allowed)

4. Website Visitors

- Interact only with chatbot
- No access to dashboard

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6. Core Features

A. Document-Based Q&A (RAG)

- Upload PDFs (policies, FAQs, manuals)
- AI searches documents to answer questions
- Source-based answers

B. Database-Based Q&A (Text-to-SQL)

- Connect Postgres / MySQL (read-only)
- Admin selects allowed tables
- AI generates safe SELECT queries

C. Intelligent Router

- AI decides:
- Document question → Documents
- Numeric/data question → Database
- Mixed → Both

D. Chatbot Widget

- One-line embed script
- Customizable color & position
- Mobile responsive

E. Analytics Dashboard

- Total queries
- Document vs DB usage
- Popular questions

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7. How the System Works (Simple Workflow)

Step 1: Company Onboarding

1. Company signs up
2. Creates a workspace
3. Invites team members

Step 2: Data Connection

Documents: - Upload PDFs - System processes and indexes them

Database: - Admin enters DB credentials - Selects allowed tables - System reads schema only

Step 3: Chatbot Integration

    • Company embeds widget script on website

Step 4: User Asks Question

1. User types question
2. System classifies question type
3. Fetches answer from:
4. Documents
5. Database
6. Or both
7. AI formats response

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8. Safety & Security

Database Safety

    • Read-only credentials
    • Only SELECT queries allowed
    • No UPDATE / DELETE / DROP

Data Isolation

    • Each company has separate data
    • No cross-company access

Access Control

    • Role-based permissions
    • Table-level restrictions

Audit Logs

    • Who asked what
    • When
    • What data was accessed

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9. Tech Stack

Frontend

    • React
    • Tailwind CSS / ShadCN
    • Chart libraries (Recharts)

Backend

- Node.js
- Express.js

Database

- PostgreSQL (main app DB)
- pgvector (for document embeddings)

AI Layer

- OpenAI / Gemini / Claude
- Embeddings for document search

Auth & SaaS Tools

- Supabase / Clerk (auth)
- Stripe / Razorpay (billing)

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10. SaaS Architecture (High Level)

- Multi-tenant system
- Each request tagged with company_id
- Shared infrastructure
- Isolated data

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11. Monetization Model

Pricing Example

Plan	Price	Features
Free	₹0	Limited queries
Starter	₹1,999/month	Docs + Widget
Pro	₹7,999/month	DB + Analytics
Enterprise	Custom	SSO + SLA

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12. Example Use Cases

HR

- "What is leave policy?"
- "How many leaves do I have left?"

E-commerce

- "Where is my order?"
- "How many orders today?"

Support

- "Why was my ticket delayed?"
- "Show pending tickets"

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13. Why This Project Is Strong

- Real-world enterprise use case
- Combines frontend, backend, DB, AI
- Highly resume-worthy
- Can be converted into real SaaS

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14. Future Enhancements

- Multiple database support
- Voice-based chatbot
- Multilingual support
- Custom AI models
- Fine-grained permissions

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15. One-Line Pitch

A universal AI chatbot that lets any website answer questions directly from its documents and database, securely and in plain language.