PROJECT 3: CodeTribe LMS AI Chatbot

1. Overview & Problem Description

As CodeTribe expands online programmes, learners and facilitators struggle with LMS navigation, programme understanding, and QCTO-aligned processes. Current support channels are slow and inconsistent.

The LMS AI Chatbot provides real-time, compliant, multi-programme support directly within the LMS (or simulated environment).

2. Scope

In Scope

- LMS navigation support
- Programme-specific guidance (React, Angular, TypeScript, etc.)
- Assessment guidelines and deadlines
- QCTO and SOP-aligned information
- Learner self-service support

Out of Scope

- Assessment marking
- Platform development
- Financial/account management
- Personal counselling

3. Functional Requirements

- Embedded or simulated LMS chat interface
- Programme-aware responses
- QCTO-compliant guidance
- Support learner progress tracking
- Escalate complex academic or technical queries

4. Non-Functional Requirements

- High accuracy and explainability
- Multi-programme scalability
- 24/7 availability
- Governance and auditability of AI responses

5. Business Rules

- No grading or academic judgement
- Content must be QA-approved
- AI responses must be traceable to source documents

6. Acceptance Criteria

- Learners can navigate LMS independently
- Programme guidance is consistent and compliant
- Facilitator workload is reduced

7. Logging & Reporting (All Projects)

Each chatbot must support reporting on:

- Query volumes
- Common enquiry categories
- Escalation frequency
- Knowledge gaps

8. Testing & Demonstration Requirements (All Projects)

- Trainees may use custom-built interfaces
- Dummy data only
- No production systems required
- Demonstration focuses on behaviour, not UI design

9. Final Acceptance (All Projects)

A chatbot solution is accepted if:

- It is multimodal by design
- Uses an approved AI/LLM option
- Demonstrates accurate, governed responses
- Supports escalation
- Produces basic logs and reports