Functional Requirements of ED-Tech Chatbot

Objective

The objective of an EdTech chatbot is to enhance the learning experience and provide support to students, educators, and learners. It serves as a virtual assistant, offering educational assistance by answering questions, explaining concepts, and providing relevant resources. The chatbot aims to personalize learning by analyzing user data and recommending tailored learning paths based on individual strengths, weaknesses, and learning styles. It also facilitates communication between students and teachers, allowing them to ask questions, receive feedback, submit assignments, and engage in discussions. Additionally, the chatbot can assist with administrative tasks such as enrollment, course registration, and providing information about academic policies.

Features Supported In Application

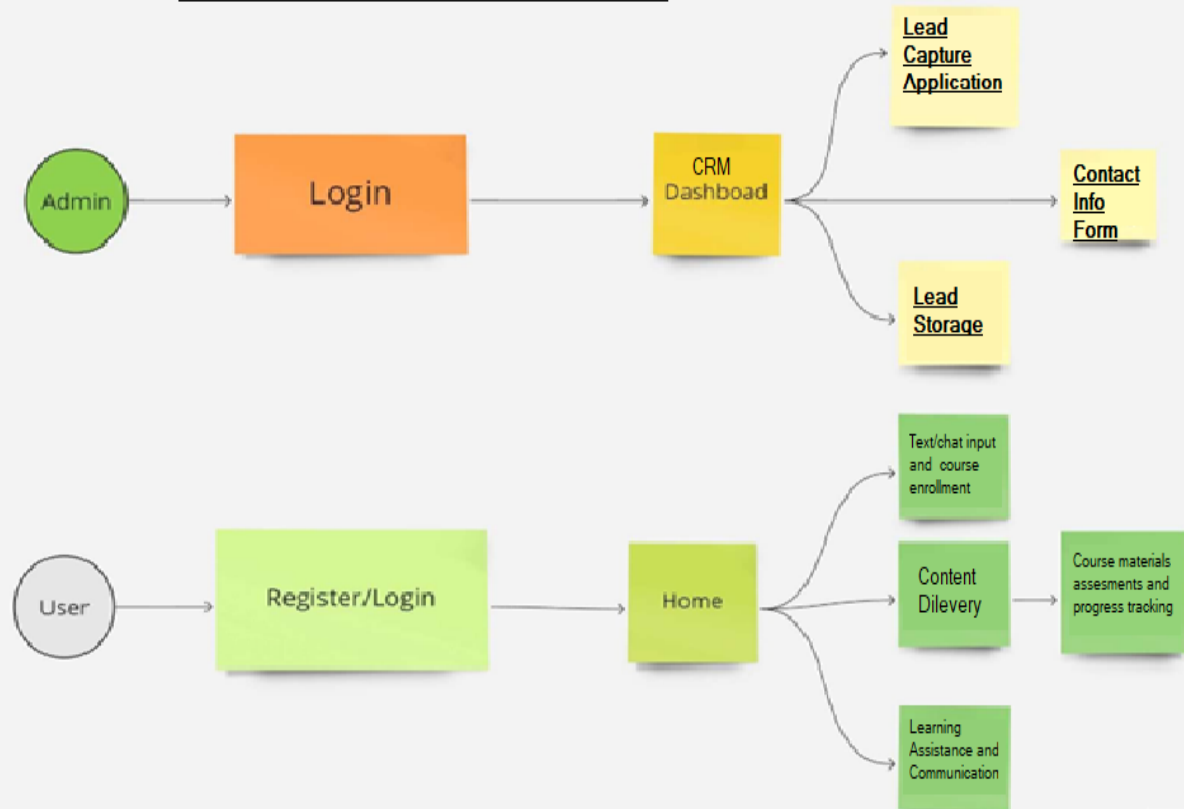### Functions available on Admin are as follows:

1. CRM Dashboard
2. Lead Capture Application
3. Contact Information Form
4. Lead Storage

Functions available for Users are as follows:

1. Text/Chat Input
2. Course Enrollment
3. Content Delivery
4. Learning Assistance
5. Communication

ED-Tech Chatbot Workflow

Admin → Login → CRM Dashboad → Lead Capture Application

CRM Dashboad → Contact Info Form

CRM Dashboad → Lead Storage

User → Register/Login → Home → Text/chat input and course enrollment

Home → Content Dilevery → Course materials assesments and progress tracking

Home → Learning Assistance and Communication

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Features for Admin:

Login > CRM Dashboard > Lead Capture Application

OR

Login >CRM Dashboard >

Contact Information Form

OR

Login > CRM Dashboard > Lead Storage

On the CRM dashboard page provided for the admins, a list of features available will be displayed in a tabular form. Each row will contain general information about each feature. Here admins can introduce a new feature and can update the existing feature.

Field Name	Description
User Management	This field includes managing user accounts, roles, permissions, and access levels.
Chatbot Configuration	This field includes settings and configurations related to the chatbot itself. It may include fields for adjusting the chatbot's behavior, language processing, response templates, and integration with other systems.

To operate an EdTech chatbot

1. Set up the Chatbot: Install and configure the chatbot software or platform. This involves creating user accounts, defining roles and permissions, and configuring the chatbot's behavior and settings.

2. Define Knowledge Base: Populate the chatbot's knowledge base with educational content, resources, FAQs, and relevant information. This can be done by creating a repository of text, multimedia, or linking external resources.

3. Train the Chatbot: Train the chatbot using natural language processing techniques to understand user queries and intents accurately. This involves training the chatbot on a dataset of sample questions and responses to improve its language understanding capabilities.

4. Integrate with Platforms: Integrate the chatbot with the desired platforms or channels through which users will access it. This can include websites, mobile apps, messaging platforms, or learning management systems.

5. Test and Debug: Conduct extensive testing to ensure the chatbot functions correctly. Test various scenarios, edge cases, and user interactions to identify and resolve any issues or bugs.

6. Launch and Monitor: Once the chatbot is tested and ready, launch it for users to interact with. Monitor its performance, user feedback, and analytics to continuously improve its effectiveness and user satisfaction.

7. Maintain and Update: Regularly maintain and update the chatbot to ensure its knowledge base remains up to date, address any performance issues, and implement new features or improvements based on user feedback and needs.

8. Provide User Support: Offer user support and assistance to address any issues or questions users may have regarding the chatbot's functionality or content. This can involve providing documentation, FAQs, or a dedicated support channel.

9. Analyze and Optimize: Analyze user interactions, usage patterns, and feedback to gain insights into user needs and preferences. Use this data to optimize the chatbot's responses, content, and user experience.

10. Evolve and Expand: Continuously evolve the chatbot's capabilities based on user feedback, technological advancements, and changing educational needs. Explore opportunities to expand its functionalities, such as integrating with new platforms or offering additional features.

Features for Users:

Register/Login > Text/Chat Input

OR

Register/Login >Course Enrollment

>Course Selection>Registration

Form>Course Details>Confirmation

and Access Details

OR

Register/Login > Content Dilevery>Course

Materials>Assesments>Progress Tracking

OR

Register/Login > Learning Assistance>FAQ's>Providing Explanations

OR

Register/Login > Communication>Notifications>Discussion Forums>Feedback and Support>Help

When the user logs in to the application, user will be displayed with different Options. From here user can find different features available and can select a specific feature by navigating to it .

Field Name	Description
View Dashboard	Display a list of options by that user can implement or select a specific function.
Course Enrollment	Displays the list of courses that can be viewed by the user.
Content Delivery	Checks the Accuracy of the chatbot and deliver the specified content asked by the user.
Learning Assistance	Provides Frequently asked questions(FAQ) and also provide Explanations.
Communicating the user	Allows the user to provide feedback and Displays the notifications, also allows the user to use the help and support feature.

User's Interactions:

1. To **View the Dashboard,** click **Dashboard** option. This will take the user to dashboard, where list of options will be present and their respective fields like name of the Feature.
2. To view the **Course Enrollment,** user can find it in the given Section
3. Click the specific feature to **View Detailed information** about the following Feature.
4. User can **Compare related features** in one of the interested specific pages.
5. To **Purchase the Course**, user need to click **Purchase** button, which will ask for the confirmation,click the **Confirm** button to confirm the purchase.

Policy specific page will contain all the necessary information as entered by the admin will be displayed.

Click **Back to Home** to navigate back to the Home.

Click **Logout** to logout.