

Brief for creating a chatbot

Thank you for your interest in the services of our company. We ask you to answer the questions below in as much detail as possible, this will help us better understand your needs and tasks. If you do not know the answers to some questions or do not want to answer them, you can skip them. Any additional information is encouraged, such as reporting and data entry forms, templates, processes, algorithms, diagrams, etc.

1. What is your name?

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2. Please write your company name.

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3. What is your position / role in the company?

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4. Your phone number?

•

5. Your E-mail?

•

6. What does your company do?

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7. What goals do you want to achieve by creating a chatbot?

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8. What tasks do you set for the bot (advertising, communication with a client or staff, information collection, sales, process automation, etc.)?

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9. What indicators do you want to increase / decrease?

☐ Sales

☐ Loyalty

☐ Income

☐ Expenses

☐ Customer service speed

☐ NPS

☐ Profit

☐ Your option:

•

10. What chatbot is needed for your company (Viber, Telegram)?

☐ Viber

☐ Telegram



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11. Is it necessary to integrate chatbot with existing software products / systems of the company? If yes, check the option you want:

- ☐ 1C
 ☐ CRM
 ☐ ERP
☐ HR
 ☐ Web-site
 ☐ Chatbot
☐ Your option:

•

12. Do you need reports, statistics collection, saving of dialogue history? If so, what kind of reports / statistics are needed? How long should they be stored?

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13. Will the bot work with the payment system? If yes, write the name of the payment system and attach the documentation if you have it.

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14. What is the estimated number of people who will use the bot during the day (Bot load)?

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15. What languages should the bot support?

- ☐ Ukrainian
 ☐ Russian
 ☐ English
☐ Other languages:

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16. Do you need segmentation of bot users? If yes, then describe it:

- ☐ Customers
 ☐ Regular customers
 ☐ VIP customers
☐ Other segmentation. Users are divided into the following segments:

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17. Do we need to develop a separate admin panel to control the chatbot?

- ☐ Yes
 ☐ No

18. The bot will run on:

- ☐ Customer servers, server characteristics: CPU___cores; RAM___GB; HDD/SSD___GB.
☐ Customer hosting
☐ Executor hosting
☐ Not known at this moment

19. Is chatbot support required?

- ☐ Yes
 ☐ No

20. Do you have communication scenarios, algorithms or processes by which the chatbot will work?

- ☐ Yes. Information will be provided in a separate file.
☐ No. Need to develop.

21. If you have any special wishes or peculiarities, please describe them in as much detail as possible.

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