

Product Backlog Template (with an example)

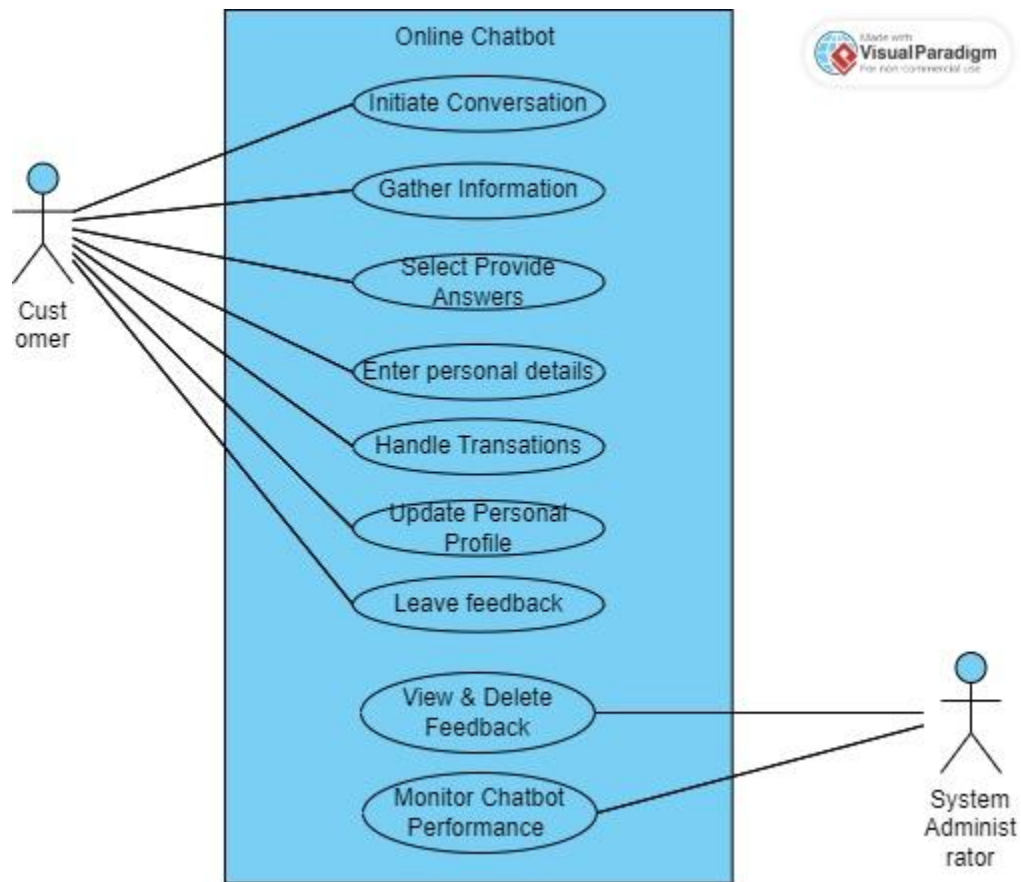
Assume the Chatbot project has 6 sprints planned. The project team has four developers who will be the owners of the user stories. The four developers are: Lan, Kevin, Parsa, and Nathan.

A user story may be assigned into more than one sprint.

You may make assumptions of the status (e.g, to be started, complete, in process, etc.) of the user story.

User Story ID	User Story	Sprint	Owner	Status
US01	As a customer, I want the chatbot to initiate a conversation so that I can receive assistance without navigating through the website.	Sprint 1	Lan	To Be Started
US02	As a customer, I want the chatbot to gather information about my query and account details so that my issue can be addressed accurately.	Sprint 1	Kavin	To Be Started
US03	As a customer, I want the chatbot to provide answers to my questions using the knowledge base so I can get quick solutions to common issues.	Sprint 2	Parsa	To Be Started
US04	As a customer, I want the chatbot to handle simple transactions like creating, updating, or canceling an order so I can manage my purchases easily.	Sprint 2	Lan	To Be Started
US05	As a customer, I want to leave feedback through the chatbot so that I can share my experience with the service provided.	Sprint 3	Kavin	To Be Started
US06	As a system administrator, I want to view and delete feedback collected by the chatbot to ensure quality control and improvement.	Sprint 3	Parsa	To Be Started
US07	As a customer, I want the chatbot to update my profile information, including address and payment method, to keep my account up to date.	Sprint 4	Kavin	To Be Started
US08	As a customer, I want the chatbot to inform me of the status of my order to track my purchases effectively.	Sprint 4	Nathan	To Be Started
US09	As a customer, I want the chatbot to understand and respond to my queries in natural language for a smoother interaction experience.	Sprint 5	Nathan	To Be Started
US10	As a customer, I want the chatbot to guide me to a human agent if it cannot resolve my issue so that I can get the help I need.	Sprint 5	Lan	To Be Started

User Diagram:



AI Chatbot System		
Use Case Name:	Handle Transactions	
Actor:	Customer	
Description:	This use case describes the process by which a customer interacts with the AI chatbot to carry out simple transactional services such as creating a new order, updating an existing order, or cancelling an order.	
Precondition(s):	<ul style="list-style-type: none"> • The customer has initiated a chat with the AI chatbot. • The customer is either logged in to their account or has provided sufficient details for the 	
Typical Course of Events:	Actor Action	System Response
	<p>The customer requests to perform a transaction (e.g., create a new order).</p> <p>The customer provides the necessary details.</p>	<p>The AI chatbot asks for details regarding the order (product type, quantity, delivery address, etc.).</p> <p>The AI chatbot confirms the details and processes the transaction by interfacing with the backend system to update the order.</p> <p>The AI chatbot confirms the successful processing of the transaction to the customer and provides a summary of the order details.</p>

Alternate Courses:	<ul style="list-style-type: none">• If the customer wants to update an order, the chatbot will ask which order to update and what changes to make, then proceed to confirm and execute the changes.• If the customer wants to cancel an order, the chatbot will ask for the order details to locate it, confirm cancellation with the customer, and then cancel the order.
Post-condition:	<ul style="list-style-type: none">• The customer's requested transaction is successfully completed.• The system updates the order status and details accordingly.