

| No | Non-Functional Requirements                                                                                                | Notes                                                                                                                                      | Priority    | Result | Contributors |
|----|----------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------|-------------|--------|--------------|
| 1  | The CSC shall be developed using the IBM Watson suite of products.                                                         | Main product services are from the IBM Watson suite, such as Conversation, Retrieve & Rank, Document Conversation and Language Translator. | Must-have   | ✓      | Wayne        |
| 2  | The CSC shall be deployed on a web browser.                                                                                | Chatbot service is wrapped in a REST API. We built a front-end web app to demo the API.                                                    | Must-have   | ✓      | Jason        |
| 3  | The CSC shall target users from NET-A-PORTER.COM website.                                                                  | Query and result is specific to NET-A-PORTER.                                                                                              | Must-have   | ✓      | All          |
| 4  | The CSC shall respond to a user query within 3 seconds.                                                                    | With good internet connection, user queries are returned within 3 seconds.                                                                 | Must-have   | ✓      | All          |
| 5  | The CSC shall store user conversation history.                                                                             | Watson Conversation has a built-in feature to record conversation history.                                                                 | Should-have | ✓      | All          |
| 6  | The CSC shall support the latest versions of popular web browsers such as Apple Safari, Google Chrome and Mozilla Firefox. | Chatbot service REST API can be used in applications supported across popular web browsers.                                                | Should-have | ✓      | All          |