NET-A-PORTER

NAP-UCL AI Customer Service ChatBot (CSC)

MoSCoW Requirements - Non-Functional

Must Have

1. The CSC shall be developed using the IBM Watson suite of products.
2. The CSC shall be deployed on a web browser.
3. The CSC shall target users from NET-A-PORTER.COM website.
4. The CSC shall respond to a user query within 3 seconds.

Should Have

5. The CSC shall store user conversation history.
6. The CSC shall support the latest versions of popular web browsers such as Apple Safari, Google Chrome and Mozilla Firefox.

Could Have

7. The CSC shall be deployed on the iOS mobile platform.
8. The CSC shall be deployed on the Android mobile platform.
9. The CSC shall target users from MRPORTER.COM website.
10. The CSC shall target users from YOOX.COM website.

Won't Have

11. The CSC shall answer non-NAP related query such as time, food, attractions, etc.
12. The CSC shall be deployed to popular messaging platforms such as Slack, WhatsApp, Facebook Messenger, Skype, etc.