

Stakeholder profiles – Compliance Chatbot Initiative

1. Compliance Team Representative – Priya Kapoor, Head of Compliance

- **Role:** Oversees policy enforcement and ensures regulatory adherence across the organization.
- **Needs:**
 - Accurate, up-to-date compliance responses.
 - Clear escalation paths for complex or high-risk issues.
- **Expectations:**
 - Reduce the number of incoming compliance queries by at least 30%.
 - Ensure the chatbot never provides incorrect or non-compliant guidance.
- **Concerns:**
 - Risk of misinformation from the chatbot.
 - Difficulties updating regulatory content quickly as laws change.

2. HR Representative – Daniel Reed, Director of Employee Engagement

- **Role:** Leads initiatives to support employee wellbeing, onboarding, and access to company resources.
- **Needs:**
 - A user-friendly interface that integrates with internal tools (e.g., intranet).
 - Support for onboarding new employees with policy awareness.
- **Expectations:**
 - Employees across departments can easily access policy guidance without submitting tickets.
 - Chatbot answers are consistent with HR-led training materials.
- **Concerns:**
 - Employees might bypass HR channels and rely too heavily on the chatbot.
 - Low adoption due to lack of awareness or unclear communication.

3. IT Representative – Marcus Lim, Enterprise Systems Lead

- **Role:** Manages integration of new systems and ensures they meet infrastructure and security requirements.
 - **Needs:**
 - Secure integration with existing platforms (e.g., Single Sign-On, access controls).
 - Compatibility with cloud/on-prem environment.
 - **Expectations:**
 - Minimal disruption to internal systems during deployment.
 - Clear maintenance plan, including logging, version control, and uptime monitoring.
 - **Concerns:**
 - Unclear handoff from data science to operations.
 - Ongoing support requirements not being scoped properly.
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4. End-User Representative – Sofia Chen, Sales Manager (on behalf of cross-functional users)

- **Role:** Uses internal tools to access compliance guidance during client interactions. Represents a diverse set of employees who need quick, reliable policy info.
- **Needs:**
 - Fast, simple answers to policy-related questions (e.g., expense rules, data handling policies).
 - Access from both desktop and mobile tools.
- **Expectations:**
 - The chatbot can answer most basic questions without needing to contact compliance.
 - Clear prompts for escalation when needed.
- **Concerns:**
 - Confusing interface or irrelevant answers could erode trust.
 - Resistance from less tech-savvy users or departments.