

# DemoChatBot Ltd.

Input document before dossier structuring begins

This document captures the official starting point for the DemoChatBot case. It shows which chatbot enters review, which controls already exist and which documentary gaps appear before a full dossier is assembled.

Generated from the real files of the demo scenario

## System

### DemoChatBot Assistant

External conversational assistant for initial enquiries, lead capture and escalation to the commercial team.

## Context

### Irish SME

Business area: commercial website chatbot and lead capture. Declared stage: Production. Declared role: Deployer / professional user.

## Which system enters the scenario

### Official case summary

DemoChatBot Ltd. uses DemoChatBot Assistant on its commercial website to handle initial customer enquiries, collect contact data, qualify leads and escalate conversations to the sales team when appropriate.

## Which controls are already recorded

### Existing controls at the starting point

- partial AI notice in interface
- manual handoff to sales
- basic guidance for the commercial team

### Which issues already appear

#### Open findings in the scenario

- A notice exists, but it is not always clearly visible before the conversation starts.
- Human escalation exists informally when the chatbot cannot resolve the enquiry.
- No formal review of provider limits or instructions is yet recorded.
- Conversations are only partially retained and no formal incident register is documented.

These points come from the official DemoChatBot scenario

### Which objections block review

#### Main open objection

- Review cannot yet rely on a strong enough documentary basis for chatbot transparency, processed data and operational control.

### What should happen next

#### Expected next steps in the workflow

- Formalise the AI-interaction notice and make visibility consistent across mobile and desktop.
- Review data categories, privacy notice and conversation retention.
- Document when a human must intervene and who reviews incidents or sensitive responses.
- Create a formal incident register and periodic chatbot response review.

This document is official scenario input, not the final review file

This document forms part of an HREVN demonstration and shows the official starting point of the case. It helps explain the scenario but does not replace a full review or the final review file.