

EVTA AI - Functional Specification

Bulgarian Tax Law Expert Chat System

1. Product Overview

Product Name: EVTA AI

Product Type: AI-powered tax law consultation chatbot

Target Market: Bulgarian businesses, accountants, legal professionals, individuals seeking tax guidance

Core Value Proposition: Expert-level Bulgarian tax law guidance through AI-powered chat interface

Mission Statement

Provide accessible, accurate, and instant tax law consultation for Bulgarian tax legislation through an AI system trained on comprehensive legal documentation.

2. Core Functional Requirements

2.1 Chat System Functionality

- **Real-time chat interface** similar to ChatGPT/Claude.AI/Gemini
- **Context-aware responses** based on conversation history
- **Follow-up question capability** to clarify user queries
- **Document-referenced answers** with source citations
- **Multi-turn conversation support** for complex tax scenarios

2.2 AI Knowledge Base

The system must be trained on:

- **20 regulatory acts** (current Bulgarian tax legislation)
- **2,000 tax administration guidelines**
- **500 EU court decisions** (tax-related)
- **10,000 Bulgarian court decisions** (tax-related)
- **100 practical manuals** and guides
- **50 double taxation avoidance agreements** (bilateral treaties)
- **20 EU regulatory acts** concerning European tax law

2.3 Response Quality Features

- Answers based exclusively on trained document corpus
 - No internet search or external sources
 - Pre-configured instructions for response quality optimization
 - Source document citations for transparency
 - Confidence indicators where applicable
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3. User Management System

3.1 Registration & Authentication

- **Email/password registration** with email verification
- **Secure login system** with session management
- **Password recovery** functionality

- **Profile management** capabilities

3.2 User Tiers & Limits

Tier	Response Limit	Features	Pricing
Free	Base limit	Basic chat, limited history	Free
Paid	20x Free tier	Extended chat, full history, priority support	Monthly/Annual subscription
Corporate	100x Free tier	High-volume usage, full features, priority support	Enterprise pricing

3.3 Corporate Account Features

- **High-volume query handling** for business needs
 - **Extended usage limits** for intensive consultation
 - **Priority customer support**
 - **Dedicated account management**
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4. Technical Architecture

4.1 Core Technology Stack

- **AI Model:** Latest Claude.AI models with custom fine-tuning
- **Backend:** Scalable API architecture
- **Database:** User management, chat history, document storage
- **Frontend:** Responsive web application

- **Authentication:** Secure token-based system

4.2 Data Management

- **Document Processing Pipeline** for legal document ingestion
- **Vector Database** for efficient document retrieval
- **Chat History Storage** per user account
- **Usage Tracking** for tier limit enforcement
- **User Data Privacy** - communications accessible only to account owner
- **Secure chat deletion** - permanent removal when requested by user

4.3 Security Requirements

- **Data encryption** in transit and at rest
- **GDPR compliance** for EU users
- **Secure API endpoints** with rate limiting
- **Regular security audits** and penetration testing

4.4 Privacy & Data Control

- **Private communication channels** - chat data accessible only to account owner
 - **User-controlled data deletion** - ability to permanently delete chat history
 - **Selective data sharing** - expert escalation requires explicit user consent
 - **No third-party access** to user communications without authorization
 - **Data portability** - users can export their data at any time
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5. User Experience Design

5.1 Interface Requirements

- **Clean, professional chat interface**
- **Mobile-responsive design**
- **Fast response times** (< 3 seconds)
- **Intuitive navigation** between chats and settings
- **Clear pricing and usage indicators**

5.2 Chat Features

- **Message history** preservation
 - **User-controlled chat deletion** - full ability to delete individual chats or entire history
 - **Export capability** for important conversations
 - **Search within chat history**
 - **Bookmark important responses**
 - **Print/PDF generation** for legal documentation
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6. Human Expert Integration

6.1 Escalation System

- **Voluntary human expert referral** option after chat completion
- **User-controlled case handoff** - chat context shared only with explicit user consent
- **Additional payment processing** for expert consultation
- **Expert response tracking** and delivery
- **Data privacy protection** - escalation requires user authorization

6.2 Quality Assurance

- **Expert review capabilities** for complex cases
 - **Feedback loop** for AI improvement
 - **Case complexity assessment** for automatic escalation suggestions
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7. Business Intelligence & Analytics

7.1 Usage Analytics

- **Query volume tracking** by user tier
- **Popular topic identification** for content optimization
- **Response accuracy monitoring**
- **User satisfaction metrics**

7.2 Performance Metrics

- **Response time monitoring**
 - **System uptime tracking**
 - **Error rate analysis**
 - **User engagement metrics**
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8. Integration Requirements

8.1 Payment Processing

- **Subscription management** for paid and corporate tiers
- **Flexible billing options** for different account types

- **Payment gateway integration** (Stripe/PayPal)
- **Invoice generation** and management

8.2 Communication Systems

- **Email notifications** for important updates
 - **SMS verification** options
 - **Newsletter system** for legal updates
 - **Support ticket system**
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9. Compliance & Legal

9.1 Regulatory Compliance

- **Bulgarian data protection laws**
- **GDPR compliance** for EU operations
- **Professional liability considerations**
- **Terms of service** and privacy policy

9.2 Disclaimer Requirements

- **Clear AI limitations** disclosure
 - **Professional advice disclaimers**
 - **Liability limitations** for automated advice
 - **Human expert recommendation** protocols
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10. Launch Strategy Considerations

10.1 MVP Features (Phase 1)

- Basic chat functionality with core document training
- Free and Paid tier implementation
- Essential user management
- Basic human expert integration

10.2 Enhanced Features (Phase 2)

- Corporate tier implementation
- Advanced analytics and reporting
- Mobile app development
- API access for third-party integrations

10.3 Future Enhancements

- Multi-language support
 - Additional legal domains (company law, labor law)
 - Integration with accounting software
 - Offline consultation capabilities
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11. Success Metrics

11.1 Technical KPIs

- **99.9% uptime** target
- **< 3 second response time**
- **< 0.1% error rate**

- **High user satisfaction** (4.5+ stars)

11.2 Business KPIs

- **User acquisition** targets across all tiers
 - **Conversion rate** from free to paid/corporate
 - **Monthly recurring revenue** (MRR) growth
 - **Customer retention** rates by tier
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This functional specification serves as the foundation for EVTA AI development and launch planning. Regular updates and iterations should be expected as the product evolves through development and user feedback.