

# 'Condo Companion' (AI Agent) Product Requirements Document (PRD)

By team: [REDACTED]

## Part 1: Strategic PRD (Business Layer)

### Executive Summary

Reduce Condo manager response time from ~4 hours to <1 minutes by implementing **Condo Companion** (our AI Agent). The system will capture 100% of user requests across WhatsApp and Gmail, automatically generating Gmail alerts and visualizing real-time status on a Lovable-powered dashboard.

### Business Objective

Automate manual responses to resident queries, enabling near-instant engagement and significantly improving resident satisfaction scores. Faster response times and improved service quality will drive stronger resident feedback, higher retention, and ultimately increased revenue for the condo business.

### Market Opportunity

Automation of resident request intake across [REDACTED] allowing condo managers to serve more residents efficiently while maintaining lean headcount and controlling costs.

### User Pain Points/Needs

Residents experience delayed and inconsistent responses from Condo Managers, often waiting hours for acknowledgment. Manual handling across WhatsApp and email leads to missed requests, lack of visibility, and repeated follow-ups, creating frustration and reducing overall resident satisfaction and loss of business.

## Part 2: AI Agent PRD (Architecture Layer)

### Why an AI Agent?

The AI agent reads all messages, understands the request, identifies the resident/unit, and responds automatically.

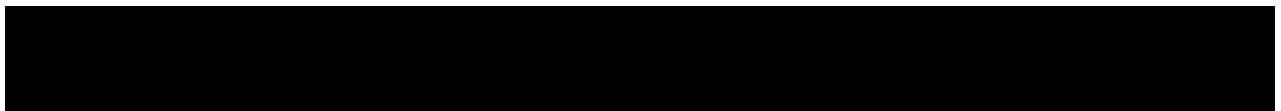
### Impact

- Current: 4 -hour wait for acknowledgment, lots of follow-ups
- Future: <1 - minute response

### Agent Workflow

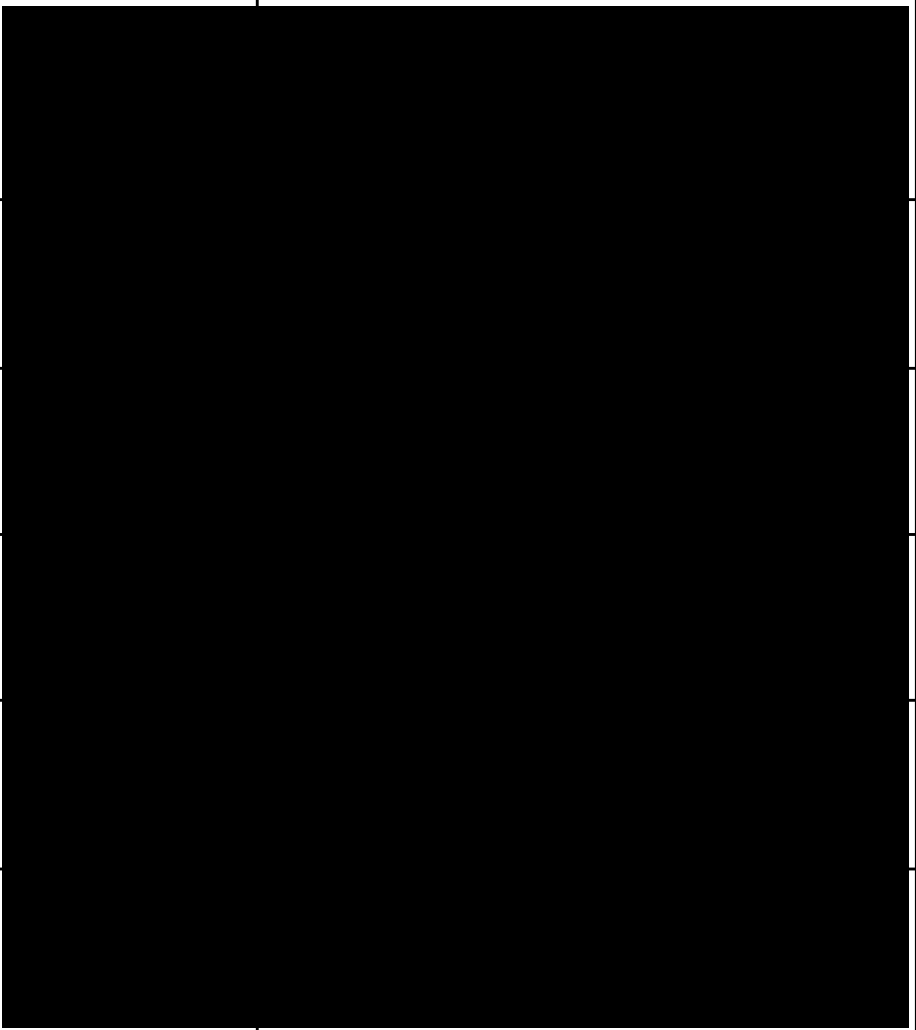


### Agent Architecture



### The Integrated Tech Stack

Layer	Tool	Purpose

Frontend	
Orchestration (The Logic)	
The Brain	
APIs	
Alerts (The Filter)	
Database (The Memory)	

## Features (Design)

### Push Alert – Must Have

**Function:** Sends automatic or manual updates via the resident’s original channel whenever ticket status changes.

### Pattern & Recurring Issue Dashboard: Should Have

**Function:** Analyzes ticket history to detect recurring issues across units or buildings (e.g., “Low water pressure”).

## Persona and Autonomy Matrix


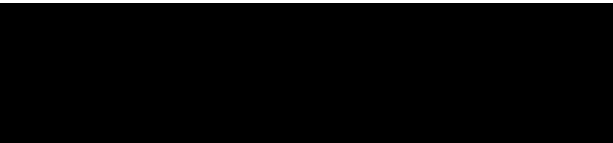
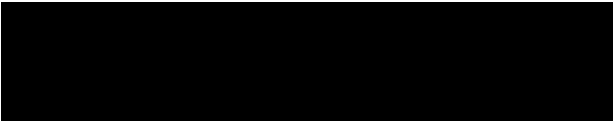
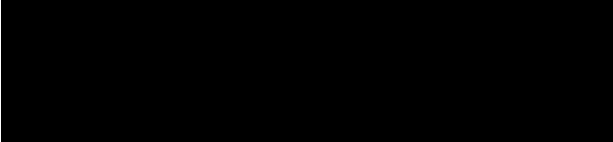
**Persona:** A friendly, professional **"Condo Companion"** who provides instant, empathetic, and transparent support to residents 24/7.

### Autonomy Matrix

Task Type	Level	Action
Intake & Triage		
Routing & Alerts		
Resolution		

### Timeline

Phase	Timeline	Key Milestones
1. Setup & Planning	Day 1–2	
2. Core Integrations	Day 3–5	

3. AI Implementation	Day 6–9	
4. Dashboard & Alerts	Day 10–11	
5. Testing & Alpha	Day 12–13	
6. Go-Live	Day 14	

### Key Performance Indicators (KPIs)

1. **Initial Response Time** – Target **<2 seconds** from resident message to acknowledgment.
2. **Operational Capacity** – **+40% increase** in requests handled without adding headcount.
3. **Resident Satisfaction** – Measured improvement in satisfaction scores post-automation.

### Human-in-the-Loop (HITL)

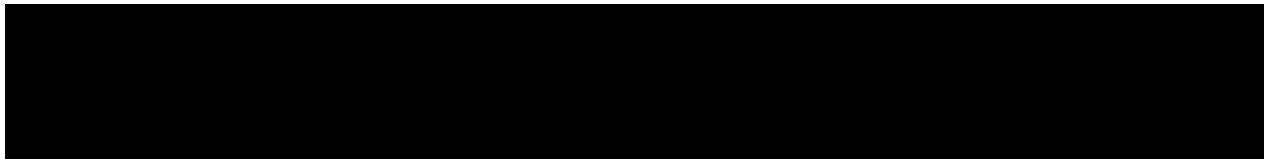
While the AI agent handles routine and high-volume requests autonomously, **critical, complex, or sensitive issues** involve human intervention to ensure accuracy and resident trust.

- **Routine Requests:** AI automatically acknowledges, classifies, and can auto-send responses.

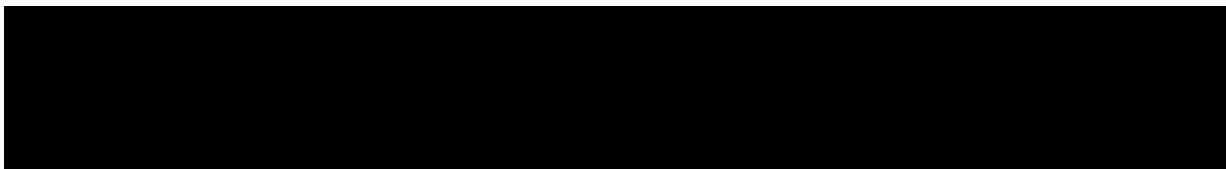
- **Semi-Critical Requests:** AI drafts response; **Condo Manager reviews and approves** before sending.
- **Critical/Sensitive Requests:** AI flags the issue; **Condo Manager directly handles** the request.

## **Regulatory and Compliance**

### **Consent and Transparency**



### **Data Minimization**



### **Hallucination Mitigation**

