Project Design Phase-II

Solution Requirements (Functional & Non-functional)

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| Date | 14 October 2022 |
| Team ID | PNT2022TMID02087 |
| Project Name | AI BASED DISCOURSE FOR BANKING INDUSTRY |
| Maximum Marks | 4 Marks |

# Functional Requirements:

Following are the functional requirements of the proposed solution.

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| **FR No.** | **Functional Requirement (Epic)** | **Sub Requirement (Story / Sub-Task)** |
| FR-1 | Solving General Banking Queries | Our bot will answer questions on banking, loans, opening bank accounts, and net banking. |
| FR-2 | Easy handling of queries | Our chatbot has thoughtfully developed user interfaces and user experiences (UI / UX), which will make it easier for customers to utilise. |
| FR-3 | Directing to payment gateway | When a user clicks on the payment link to pay a bill, they are immediately redirected to the secure payment gateway. The user can make payments there. |
| FR-4 | Handle complex dialogues | As the chatbot makes use of NLP, it can determine the purpose of a question in order to give a precise response and offer solutions to the problem. |
| FR-5 | Query processing | In order to efficiently address customer issues and obtain insights from pertinent data, the chatbot can acquire, interpret, and process massive amounts of data. |
| FR-6 | Fast onboarding | As our chatbot is delivered using Flask and requires no previous registration to use, it will go live instantly. |

# Non-functional Requirements:

Following are the non-functional requirements of the proposed solution.

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| **FR No.** | **Non-Functional Requirement** | **Description** |
| NFR-1 | **Usability** | * People under all age group can use the Bot * Using the Bot is like a normal messaging to a person which means it is easy to use as we use messaging system in our day to day life. * A very basic Communication skill is enough to use our Bot. |
| NFR-2 | **Security** | * Interactions with the Bot are not shared anywhere. * Chats with the Bot are not stored anywhere. * The Bot doesn’t collect any confidential information like password, pin etc., |
| NFR-3 | **Reliability** | * When the bot can’t answer certain queries, It will connect the Customer to the Bank staffs. * When the webpage is not loaded or loaded with delay, the Bot will load the web page automatically. * When the Bot doesn’t know the solution to the queries, it will provide alternate   approaches. |
| NFR-4 | **Performance** | * Bot will provide faster response * The loading time of the Bot will be less than 5 seconds. * We will get accurate answers within shorter time. * The Bot is customized for each users. |
| NFR-5 | **Availability** | * Bot will be available 24/7 * Bot will have the answers readily available * Bot will have the answers which meet the Customer requirements |
| NFR-6 | **Scalability** | * When more number of people access the Bot still the server won’t crash * Each user will be having their customized Bot so many users can access at the same time. |