# Project Design Phase-II
## Solution Requirements (Functional & Non-functional)

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|---|---|
| Date | 03 October 2022 |
| Team ID | PNT2022TMID24647 |
| Project Name | AI based discourse for banking industry |
| Maximum Marks | 4 Marks |

**Functional Requirements:**

Following are the functional requirements of the proposed solution.

| FR No. | Functional Requirement (Epic) | Sub Requirement (Story / Sub-Task) |
|---|---|---|
| FR-1 | User Registration | <ul><li>Registration through Form</li><li>Registration through Gmail</li><li>Registration through LinkedIN</li></ul> |
| FR-2 | User Confirmation | <ul><li>Confirmation via Email</li><li>Confirmation via OTP</li></ul> |
| FR-3 | Greeting | The MIS Assistant needs the capability to accurately tell time so asit greets users appropriately |
| FR-4 | Help support | <ul><li>It Should also have predefined questions and keywords with their expected answers.</li><li>The MIS Assistant needs the ability to quickly and accurately look up the question from its templates.</li></ul> |
| FR-5 | Set Reminder | The MIS Assistant needs the ability to save and display reminders as requested by the users of the system. |
| FR-6 | Announcement | This chatbot needs the capability of broadcasting a message to all users. |
| FR-7 | Events | This chatbot needs the capability of retrieving and displaying events for a system. |

**Non-functional Requirements:**

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

| FR No. | Non-Functional Requirement | Description |
|---|---|---|

| NFR-1 | **Usability** | Chatbots developed using AI should be able to answer any general banking queries on account creation, loan, net banking, other services etc. It addresses the queries of customers immediately and effectively in a cost efficient manner. |
|-------|---------------|-------------|
| NFR-2 | **Security** | The AI Chatbot maintains a confidential conversation with customers. Chatbot will provide personal and efficient communication between the user and the bank. |
| NFR-3 | **Reliability** | Chatbots are trained very well using AI to provide solutions for the popular and frequently asked questions, thereby providing the best suited service quickly. Thus AI Chatbots has a reliable end-user experience. |
| NFR-4 | **Performance** | AI Chatbots are a great way to overcome the limitation of workload of humans. There can be multiple instances of a single chatbot inquiring about different people at the same time. Such chatbots work in real time with no need for the customers to wait. This ensures faster, easier and more efficient face-time with customers. |
| NFR-5 | **Availability** | AI Chatbots provide 24/7 service to clear all customer queries and guide them through all the banking processes. It is available to anyone with access to the internet with basic hardware. |
| NFR-6 | **Scalability** | AI Chatbots are helping the banking industry to scale their customer service and to improve customer service satisfaction at the same time. It can be scaled as per the requirements of the bank to include answers to queries related to any new feature or service introduced by the bank. |