**Project Design Phase-II**

**Solution Requirements (Functional & Non-functional)**

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| Date | 15 October 2022 |
| Team ID | PNT2022TMID27784 |
| Project Name | Project - 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 | Language Confirmation | Confirmation via dialog box |
| FR-2 | User Confirmation | Confirmation via Email  Confirmation via OTP |
| FR-3 | Easy handling | Multi-lingual facilitates easy access for people with different regions without any problem |
| FR-4 | Multi-channel capability | User can communicate to chatbot using different channel via website, mobileapp, etc. |

**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 who are illiterate can access with ease . |
| NFR-2 | **Security** | IBM employs robust security procedures to safeguard the data with which Watson interacts. This includes use of encryption and access control methodologies which allow us to code or move data to restrict access to authorized users and to de-identify and use data in accordance with applicable permissions |
| NFR-3 | **Reliability** | If server crashes the system roll back in 24 hours |
| NFR-4 | **Performance** | Time for change in language and searching query from the database 3-5 sec |
| NFR-5 | **Availability** | Availability of Chat-bot 24/7 ,security, languages |
| NFR-6 | **Scalability** | Infinite Scalability: One chat-bot can service nearly unlimited customers at the same time. |