

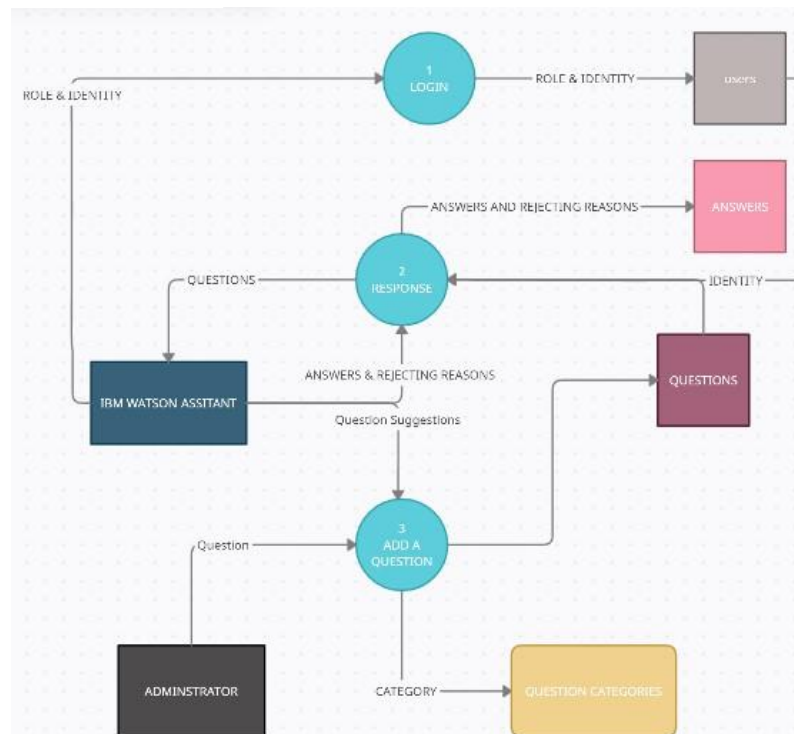
## Project Design Phase-II

### Data Flow Diagram & User Stories

Date	15 October 2022
Team ID	PNT2022TMID27760
Project Name	Project - AI based discourse for Banking Industry
Maximum Marks	4 Marks

#### Data Flow Diagrams:

##### DFD LEVEL- 1



**User Stories:**

User Type	Functional Requirement (Epic)	User Story Number	User Story / Task	Acceptance criteria	Priority	Release
Customer (Mobile user)	Registration	USN-1	As a user, I can open an account using email, mobile number, name, government id proofs and approving the terms and conditions.	I can access my account	High	Sprint-1
		USN-2	As a user, I use the application by entering my pin or fingerprint	I can use the features.	High	Sprint-3
Customer (Web user)	Login	USN-3	As a user, I log in using number and pin.	I can access my account	High	Sprint-3
		USN-4	As a user, I can use the chat-bot directly	I can clear my queries.	High	Sprint-2
Customer Care Executive		USN-5	As a user, I can message or Call the Customer care for any queries through my registered mobile number	I can clear my queries.	Low	Sprint-4
		USN-6	As a user, I can email the customer care through registered email	I can raise any complaints or queries	Low	Sprint-4