

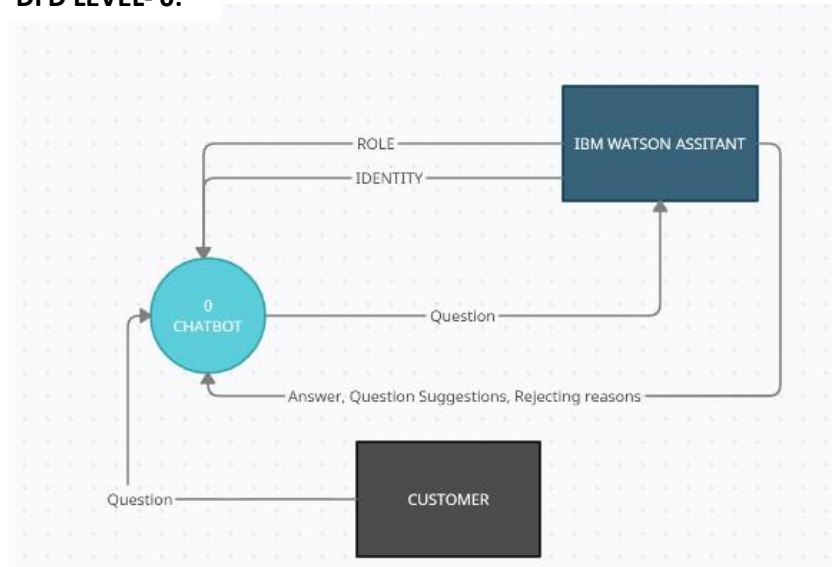
Project Design Phase-II

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

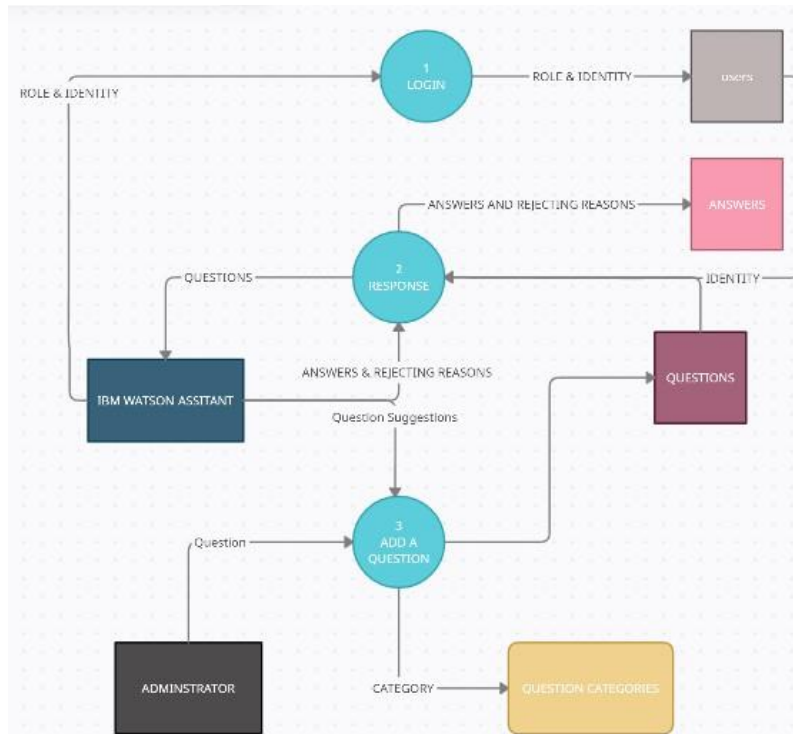
Data Flow Diagrams:

DFD LEVEL- 0:



1. The IBM Watson assistant has trained with identity, entities and roles and given to chatbot
2. The question in chatbot are given to IBM assistant
3. The suggestions, answers, reasons for the questions are given by assistant
4. Customers are the one who give the question

DFD LEVEL- 1



1. there are two actors in the Chatbot system: a IBM Watson Assistant and an administrator. The IBM Watson Assistant is tasked to provide questions and answers to the system as explained previously.
2. Meanwhile, the administrator's responsibility is to provide initial questions.
3. In the DFD level 1, the Chat-bot system is detailed to three subprocesses: (1) provide role and identity, (2) response to a question, and (3) add a question.
4. The first and second subprocesses belong exclusively to the IBM watson assistant, while the third process is shared between the IBM watson assistant and the administrator.
5. The first subprocess stores the role and identity of the IBM watson assistant and stores them in the users' table.
6. The second subprocess handles the process where the IBM watson assistant answer or reject the question.
7. Whether it is an answer or a rejecting reason, the data is stored in the answer table flagged with different statuses.
8. The third sub-process is responsible to receive question input from both the IBM watson assistant and administrator in different cases: input question suggestion for the IBM watson assistant and add initial questions for the administrator.
9. This subprocess takes a question as an input and store the question and question category in their respective table.
10. The question category explains whether the question is provided by the IBM watson assistant or the administrator.

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
	Login	USN-2	As a user, I already have an account then I will use the SMS as I have the mobile number which was used for opening the account.	I can receive confirmation SMS and access my account	Average	Sprint-2
		USN-3	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-4	As a user, I log in using number and pin.	I can access my account	High	Sprint-2
	Dashboard	USN-5	As a user, I can use the chat-bot directly	I can clear my queries.	High	Sprint-1
Customer Care Executive		USN-6	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-7	As a user, I can email the customer care through registered email	I can raise any complaints or queries	Low	Sprint-4