

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

Date	09 October 2022
Team ID	PNT2022TMID40098
Project Name	Project – Ai Based Discourse for Banking Industry
Maximum Marks	4 Marks

**Functional Requirements:**

FR No.	Functional Requirement	Sub Requirement
FR-1	User Registration	<ul style="list-style-type: none"> <li>• Registration through Form</li> <li>• Registration through Gmail</li> </ul>
FR-2	User Confirmation	<ul style="list-style-type: none"> <li>• Confirmation via Email</li> <li>• Confirmation via OTP</li> </ul>
FR-3	Account Creation	<ul style="list-style-type: none"> <li>• Personal Details Form</li> <li>• Types of Account information</li> <li>• Verification Documents Form</li> <li>• Terms and Condition document</li> </ul>
FR-4	Existing user Support	<ul style="list-style-type: none"> <li>• Mistakes Correction Query support</li> <li>• Bank Card (Debit and Credit)</li> <li>• Account Freeze action and Security services.</li> <li>• Changes made confirmation through mail or OTP.</li> </ul>
FR-5	General Query Support	<ul style="list-style-type: none"> <li>• Mail to Customer Care Executive</li> <li>• Bank details</li> <li>• Helpline Number</li> <li>• Complaint Form</li> </ul>
FR-6	Query processing	<ul style="list-style-type: none"> <li>• Capture Chabot</li> <li>• Read and process large amounts of data</li> <li>• Quickly solve customer problems.</li> <li>• Giving insight of relevant data</li> </ul>
FR-7	Loan Related Service	<ul style="list-style-type: none"> <li>• Types of Loan Details.</li> <li>• Interest and Benefit Schemes.</li> <li>• Instant Details of Loan status.</li> <li>• Verification of User Identity.</li> </ul>
FR-8	Net Banking Support	<ul style="list-style-type: none"> <li>• UPI linkage to account.</li> <li>• Security Services in unauthorised UPI linkage.</li> <li>• Account Balance Check.</li> <li>• Instant Money transfer Action</li> <li>• Message when Money transaction.</li> <li>• Account Freeze action.</li> </ul>

**Non-functional Requirements:**

<b>NFR No.</b>	<b>Non-Functional Requirement</b>	<b>Description</b>
NFR-1	<b>Usability</b>	Customer can access Chabot more efficiently and effectively in a better way. Request queries in the Chabot that will provide the functionalities.
NFR-2	<b>Security</b>	Customer can have better security of their information. The details are stored in cloud where the bank employees have total control in accessing valuable information. Customers also get a mail if requested for confidential information.
NFR-3	<b>Reliability</b>	If the criteria or the topic which customer expects is not met via Chabot, bank employee will be able to provide details for that issue within a short span of time.
NFR-4	<b>Performance</b>	Chabot can provide consistency, quality of support and frequently updating of queries are made without any loss in information
NFR-5	<b>Availability</b>	It is available 24x365 and the progress is not lost, even if the servers go down. Cloud storage ensures that data is protected and can we retrieve whenever needed.
NFR-6	<b>Scalability</b>	New user interfaces are made in the Chabot for better user experience. It can support wide range of user's queries and provide instant responses.