

Project Design Phase – II

Solution Requirements (Functional & Non-functional)

Date	30 October 2022
Team ID	PNT2022TMID04164
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	The form is available on the official bank website.
FR-2	User Login	It is possible to login to the account via registered Username and Password.
FR-3	Asking query	The frequently asked questions can be explored by the user and they may post their own queries.
FR-4	Response	The available data about the user should be responded to.

Non-functional Requirements:

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

FR No.	Non-Functional Requirement	Description
NFR-1	Usability	Chat queries can be easily handled by the AI chat bot, so customers won't have to wait in a line. It provides a personalised experience for the user.
NFR-2	Security	The bot requires users to authenticate themselves before they are able to query information.
NFR-3	Reliability	The bot should interpret correctly the intention of the user query.

NFR-4	Performance	Query responses are faster and more accurate.
NFR-5	Availability	Chat bot should be available for 24*7, so that it can reduce the customers waiting time.
NFR-6	Scalability	N number of users can be handled by the system with faster response and correct query results.