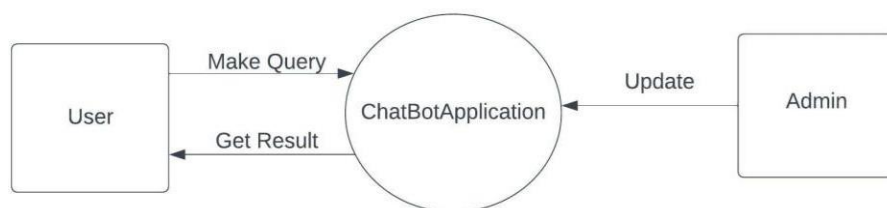


Project Design Phase-II Data Flow Diagram & User Stories

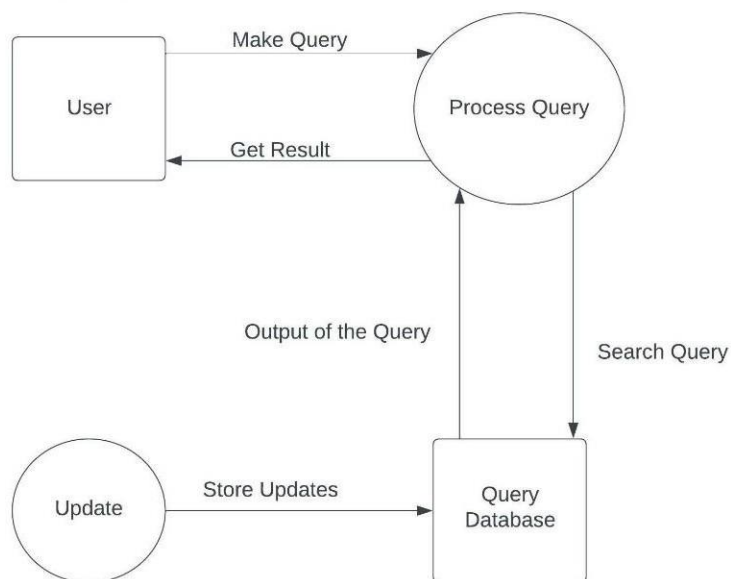
| | |
|---------------|---|
| Date | 11 October 2022 |
| Team ID | PNT2022TMID44424 |
| Project Name | AI BASED DISCOURSE FOR BANKING INDUSTRY |
| Maximum Marks | 4 Marks |

Data Flow Diagrams:

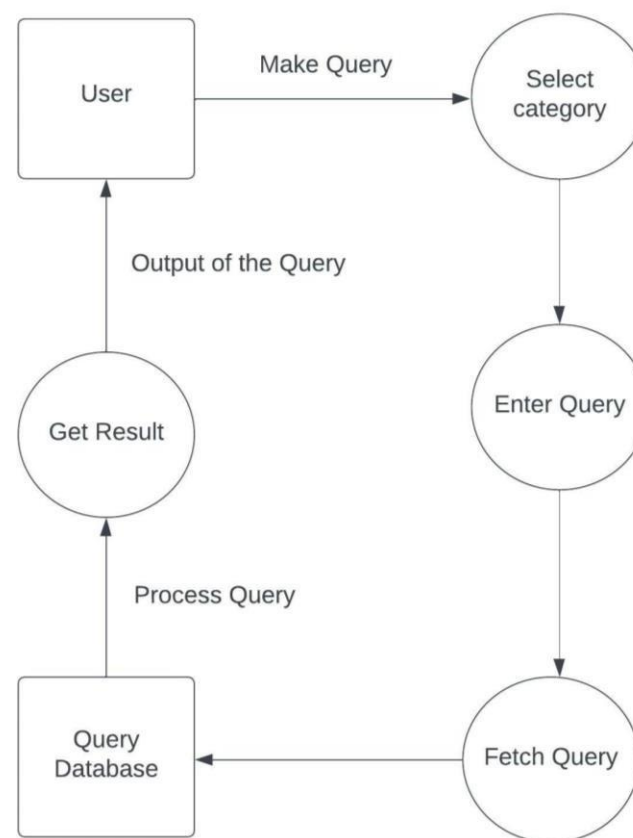
LEVEL 0



LEVEL 1



LEVEL 2



| User Type | Functional Requirement (Epic) | User Story Number | User Story / Task | Acceptance criteria | Priority | Release |
|-------------------------------|---------------------------------|-------------------|--|---|----------|----------|
| Customer (Mobile or Web user) | Savings Account Related Actions | USN-1 | As a user, in the Savings Account option, I can select Types of Savings Account to get details regarding documents required for creating that savings account. | I can clear my queries regarding types of savings account | High | Sprint-1 |
| | | USN-2 | As a user, I can check the Interest Rates of Savings Account | I can clear my queries regarding interest rates of savings account | High | Sprint-1 |
| | | USN-3 | As a user, I can check the Minimum Balance of Savings Account | I can clear my queries regarding minimum balance of savings account | Medium | Sprint-2 |
| | Current Account Related Actions | USN-4 | As a user, I can choose the Type of Company to know the information on documents to be submitted for creating current account | I can clear my queries regarding types of companies | High | Sprint-1 |
| | | USN-5 | As a user, I want to get details on procedure to close my Current Account | I can clear my queries regarding current account closure | High | Sprint-2 |
| | Loan Account Related Actions | USN-6 | As a user, I can choose the Type of Loans to know the information on choosing an essential loan scheme | I can clear my queries regarding types of loan account | High | Sprint-1 |
| | | USN-7 | As a user, I can check the Loan Amounts that can be offered for corresponding Loan Accounts chosen | I can clear my queries regarding loan amounts of loan account | High | Sprint-2 |
| | | USN-8 | As a user, I can check the Status of Loan for my Loan Accounts | I can clear my queries regarding loan status of loan account | Low | Sprint-2 |
| | General Queries Related Actions | USN-9 | As a user, I want to get the procedure details for Currency Conversion facility of my bank account | I can clear my queries regarding currency conversion facilities of bank account | Low | Sprint-1 |
| | | USN-10 | As a user, I want to check my CIBIL score for my loan application and to ensure whether my loan application is approved by the bank. | I can clear my queries regarding CIBIL score of loan application | Medium | Sprint 3 |
| | | USN-11 | As a user, I want to get the procedure details for maintaining Storage Locker facility of my bank account | I can clear my queries regarding storage locker facilities of bank account | High | Sprint-3 |

| User Type | Functional Requirement (Epic) | User Story Number | User Story / Task | Acceptance criteria | Priority | Release |
|---------------|-------------------------------|-------------------|--|---|----------|----------|
| | Net Banking Related Actions | USN-12 | As a user, I want to get the procedure details for changing the Net Banking password of my bank account | I can clear my queries regarding change of net banking password | Medium | Sprint-2 |
| | | USN-13 | As a user, I can select types of fund transfers to get details regarding different services available in net banking | I can clear my queries regarding types of fund transfers in net banking | High | Sprint-3 |
| | | USN-14 | As a user, I want to get the procedure details for adding beneficiaries to my net banking account. | I can clear my queries regarding adding beneficiaries in net banking | Low | Sprint-3 |
| Administrator | | USN-15 | As an admin, I can change responses to queries and modify them as and when needed. | I can modify responses of the chatbot | Medium | Sprint-1 |
| | | USN-16 | As an admin, I can added more options to queries and add new options as new features get added. | I can add more options and queries into the chatbot | Medium | Sprint-1 |