<p style="text-align:center">**Project Design Phase-II**
Solution Requirements (Functional & Non-functional)</p>

Date	14 October 2022
Team ID	PNT2022TMID48085
Project Name	Project – 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	Registration through Gmail
FR-2	User Confirmation	Confirmation via Email Confirmation via OTP
FR-3	Complex dialogues	Savings Account, Current Account, Loan Account, Net Banking and General Banking related Quires. understanding and interacting within conversations, outstanding chatbot software has NLP functions.
FR-4	Savings Account Related Quires	Type of Savings Account Creation Details, Interest Rate, Minimum Balance, Debit Card /Credit Card
FR-5	Current Account Related Quires	Type of Company, Current Account Closure Steps, Update GSTIN, Zero Balance Current Account
FR-6	Responses	The bot should be answering the user Quires.
FR-7	User data storage /Send users data.	The bot should be able to create a private cloud or virtual machine instances from user input. The data can be sent as a text message The data can be sent as a text, if requested by the user.

Non-functional Requirements:

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

FR No.	Non-Functional Requirement	Description
NFR-1	**Usability**	It can act as an answering machine and serve the customers continuously throughout a day. It can answer the simple questions of the users of customized banking app and redirect them to the bank's website if necessary.
NFR-2	**Security**	Bank management systems are notorious for being subject to malicious attacks, so security is the major requirement for the system.

		Unauthorized access to the data is not permissible. The data must be backed up daily and stored in a secured location, at a distance from different facilities of the system.
NFR-3	**Reliability**	Chatbots are trained very well using AI to provide solutions for the popular and frequently asked questions, thereby providing the best suited service quickly. Thus, AI Chatbots has a reliable end-user experience
NFR-4	**Performance**	Direct and basic operations including opening or closing the account, transfer of funds, etc. can be done with the help of chat bots.
NFR-5	**Availability**	The system must be available during bank working hours and respond to queries from late-night visitors or just those in other time zones. The mobile banking and money transactions available in 24/7.
NFR-6	**Scalability**	AI Chatbots are helping banking industry to scale their customer service and to improve customer service satisfaction at the same time. It can be scaled as per the requirements of the bank to include answers to queries related to any new feature or service introduced by the bank