Project Design Phase-II

Solution Requirements (Functional & Non-Functional)

Date	14 October 2022
Team ID	PNT2022TMID50675
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 Preview	Customers can view the preview of the chatbot and utilise it to ask queries.
FR-2	Greetings	When a customer visits the chatbot, the IBM Watson Assistant needs instructions for a welcome message.
FR-3	Solving General Banking Queries	This bot will respond to questions about banking, loans, creating bank accounts, and online banking.
FR-4	Easy handling of queries	Customers can utilise the chatbot with ease because to thoroughly thought-out user interfaces and user experiences (UI/UX).
FR-5	Directing to payment gateway	A user is quickly forwarded to the secure payment gateway after clicking the payment link to pay a bill. There, the user can make payments.
FR-6	Handle complex dialogues	The chatbot uses natural language processing (NLP), which allows it to determine the purpose of a query in order to give a targeted answer and offer solutions to the problem.
FR-7	Query processing	To effectively answer consumer issues and derive insights from applicable data, the chatbot may gather, analyse, and process enormous amounts of data.
FR-8	Fast onboarding	Our chatbot will go online immediately because it is provided using Flask and doesn't require prior registration to utilise.

Non-Functional Requirements:

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

FR No.	Non-Functional Requirement (Epic)	Description
NFR-1	**Usablity**	Chatbots are revolutionising banking by automating every step. As conversational AI, chatbots are capable of performing a variety of customer service tasks, saving up the time of human agents.
NFR-2	**Security**	Conversations with the Bot are kept private. Conversations with the Bot are not recorded or saved. The Bot doesn't keep track of any sensitive data like pins or passwords.
NFR-3	**Reliability**	Customers may receive help from chatbots that use AI in various ways. Automating boring repetitive chores is the most typical application for chatbots in banking customer service. Such chatbots work in real time with no need for the customers to wait.
NFR-4	**Performance**	The bot will respond more quickly. Less than 5 seconds will pass while the bot loads. We will receive the correct responses faster. Every user's use of the bot is unique. Customers can more easily manage their accounts without needing to use their e-banking account or contact their bank.
NFR-5	**Availability**	Chatbots offer 24/7 service to clear all customer queries and direct them through the entire banking procedure. By gathering all the information and handling the payments fast, it saves the clients a lot of time. Chatbots can also assist clients by notifying them when they have bills or payments due.
NFR-6	**Scalability**	The server won't crash even if a larger number of users access the Bot. In order to allow several users to access at once, each user will have a customised Bot.