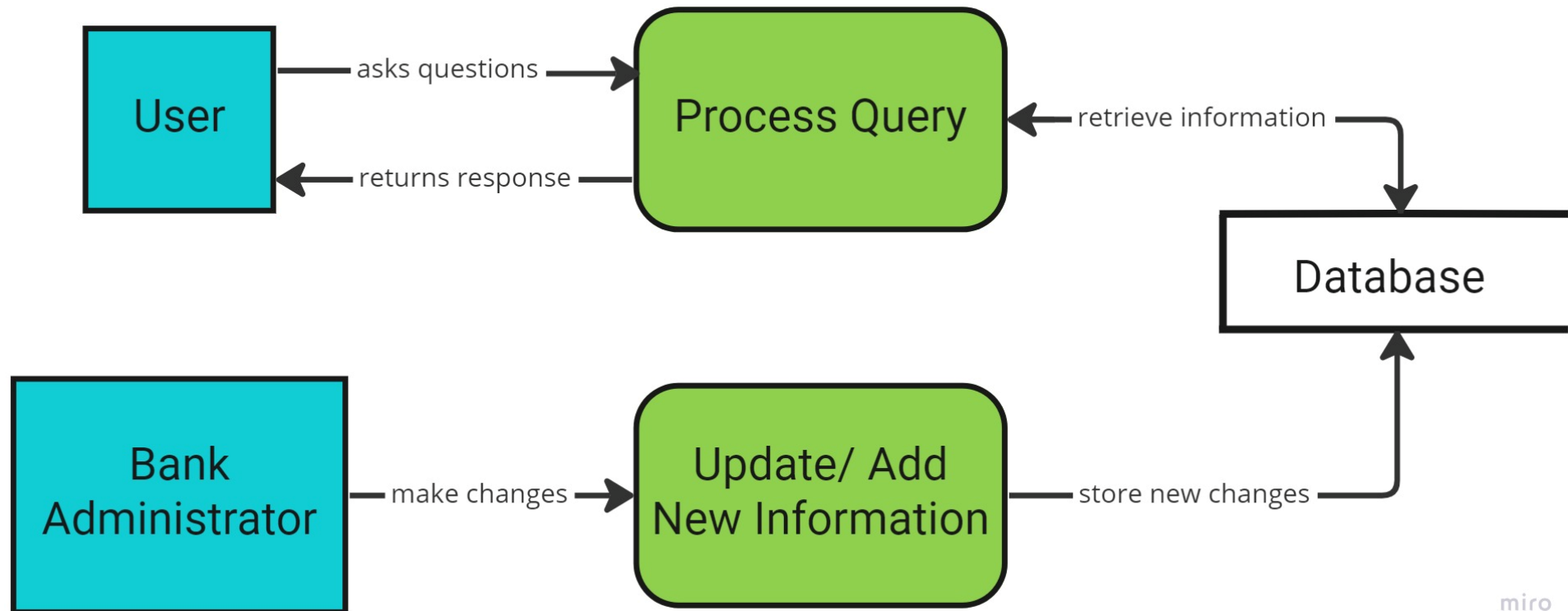


**Project Design Phase-II**  
**Data Flow Diagram & User Stories**

Date	03 October 2022
Team ID	PNT2022TMID53170
Project Name	Project – AI Based Discourse for Banking Industry
Maximum Marks	4 Marks

**Data Flow Diagram**



## User Stories

User Type	Functional Requirement (Epic)	User Story Number	User Story / Task	Acceptance criteria	Priority	Release
Customer	Getting Information	USN-1	As a user, I should be able to get answers to queries on creation of a bank account so that I understand how to create a bank account	If the answers are satisfactory	High	Sprint-1
		USN-2	As a user, I should be able to get answers to loan queries so that I can request for loans			Sprint-2
		USN-3	As a user, I should be able to get answers to general banking queries so that I am aware of how the bank works			
		USN-4	As a user, I should be able to get answers to net banking queries so that I can use the application properly			
	Natural Language Processing (NLP) & Dialogue Management	USN-5	As a user, my intent should be understood so that the answers are concise	If the expected answer is delivered without too much exposition	Medium	Sprint-1
		USN-6	As a user, I expect the bot to understand the context from previous messages, so that the conversational state is maintained	If the bot can recommend solutions based on previous conversation	Low	Sprint-3
		USN-7	As a user, I expect there to be predefined questions along with answers so that common queries are answered quickly	If the bot can list FAQs for all topics	High	Sprint-2
		USN-8	As a user, I expect the bot to assist me by carrying out appropriate actions beyond providing answers so that I experience a holistic customer service	If the bot can schedule appointments, contact consultants, etc	Low	Sprint-3
		USN-9	As a user, I expect the bot to take input via text and voice, so that I can use it to my convenience	If the bot can understand both text and audio input	Medium	Sprint-4
		USN-10	As a user, I expect the bot to respond with text and voice, so that I can use it to my convenience	If the bot can respond with its own voice	Low	Sprint-4
Admin	Updating Database	USN-11	As an Admin, I should have the privilege to add or modify existing chat bot data, so that the chat bot is up to date with new bank services	If the bot can answer newer queries	High	Sprint