Project Design Phase-II
Solution Requirements (Functional & Non-functional)

Date	13 October 2022
Team ID	PNT2022TMID38577
Project Name	Ai Based Discourse for Banking Industry
Maximum Marks	4 Marks

Functional Requirements:

FR No.	Functional Requirement (Epic)	Sub Requirement (Story / Sub-Task)
FR-1	**Savings Account Related Actions**	• Type of Savings Account Creation Details • Interest Rate • Minimum Balance • Debit Card • Credit Card
FR-2	**Current Account Related Actions**	• Type of Company • Current Account Closure Steps • Update GSTIN • Zero Balance Current Account
FR-3	**Loan Account Related Actions**	• Type of Loan • How long for approval • Available Loan Amounts • Loan Status • Joint Loan
FR-4	**General Queries Related Actions**	• Bank Working Days • List of Branches • Storage Locker Facility • Currency Conversion Facility • CIBIL • Find a nearest branch
FR-5	**Net Banking Related Actions**	• Login Steps • Change Net Banking Password • Daily Limit • Types of Fund Transfer • Add Beneficiary
FR-6	**Customer care Related Actions**	• Customer care number details • Face-to-Face appointment • Bank Employee Availability details

Non-functional Requirements:

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

FR No.	Non-Functional Requirement	Description
NFR-1	**Usability**	Customer can access chatbot more efficiently and in a simpler way. Multilanguage functionality is supported. Top chat topics are displayed for easy access.
NFR-2	**Security**	Customer can have utmost security of their information. The details are stored in cloud where the bank employee have total control in accessing valuable information. Customers also get a mail if requested for a confidential information.
NFR-3	**Reliability**	If the criteria or the topic which customer expectations are not met via chatbot, bank employee will be able to provide details for that issue within a short span of time.
NFR-4	**Performance**	Chatbot can provide consistency and frequent updating of queries are made without any loss in information.
NFR-5	**Availability**	It is available 24x7 and the progress is not lost, even if the servers go down. Cloud storage ensuresthat data is protected and can be retrieved whenever needed.
NFR-6	**Scalability**	New user interfaces are made in the chatbot for good customer experience. It can support wide range of users queries and provide instant responses. The queries of more than 1000 people can be answered using the chatbot.