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

Date	03 October 2022
Team ID	PNT2022TMID20787
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/Login	Registration through Form Registration through Gmail Registration through LinkedIN
FR-2	User Confirmation	Confirmation via Email Confirmation via OTP
FR-3	Query formation	A valid API query is a single URL parameter containing one sentence that is a question in standard English
FR-4	Admin functions	Encoding and decoding data, tokenization, wordnet model, Feedback system.
FR-5	Response generation	The server will reply with either data or an error.The client will be able to parse the JSON and determine if there was an error
FR-6	Delivering response to user	This unit will generate a generic answer sentence using the input.

Non-functional Requirements:

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

FR No.	Non-Functional Requirement	Description
NFR-1	**Usability**	Providing assistance over net banking related issues, detailed and personalized conversation with chatbot user.
NFR-2	**Security**	Helping to lock the account during theft related situations.
NFR-3	**Modularity**	The system will be designed in such a way that the algorithms will be able to be easily swapped out.
NFR-4	**Performance**	Never forgets anything, never gets sick, never gets unproductive. AI chatbot is installed for daily operations and enhance customer experience in digital banking sector.
NFR-5	**Availability**	Provide exceptional customer services available 24/7. Providing round the clock support.
NFR-6	**Scalability**	Can be increased and decreased according to the usage or number of requests.