Project Design Phase-II

Solution Requirement (Functional and Non Functional)

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Team Id	PNT2022TMID01145
Project Name	AI Based Discourse for Banking Industry
Maximum Marks	4 Marks

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Functional Requirements:

Following are the functional requirements of the proposed solution.

FR No.	Functional Requirement (Epic)	Sub Requirement (Story / Sub-Task)
FR-1	Account Creation	- Personal Details Form - Types of Account information - Verification Documents Form - Terms and Condition document.
FR-2	General Query Support	- Mail to Customer Care Executive - Bank details - Helpline Number - Complaint Form
FR-3	Existing user Support	- Change of ownership - Mistakes Correction Query support - Bank Card (Debit and Credit) - Shift in Branches - Account Freeze action and Security services. - Changes made confirmation through mail or OTP.
FR-4	Loan Related Service	- Types of Loan Details. - Interest and Benefit Schemes. - Instant Details of Loan status. - Verification of User Identity.
FR-5	Online Banking Support	- UPI linkage to account. - Security Services in unauthorised UPI linkage. - Account Balance Check - Instant Money transfer Action. - Message when Money transaction. - Account Freeze action.

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 expects is 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 ensures that data is protected and can we 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.