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

Date	28 Oct 2022
Team ID	PNT2022TMID20673
Project Name	Project- AI BASED ON 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	**Saving Account Related Action**	Types of saving account Creation details Interest Rate Minimum Balance
FR-2	**Current Account Related Action**	Types of company Update GSTIN Zero Balance Current Account Current Account closure steps
FR-3	**General Queries Related Actions**	Bank Working Days List of Branches Storage Locker Facility CIBIL Find a nearest branch Currency Conversion Facility
FR-4	**Loan Account Related Actions**	Types of Loan How Long for Approval Available Loan Amount Loan Status Joint Loan
FR-5	**Net Banking Related Actions**	Login Steps Change Net Banking Password Daily Limit Types of fund Transfer Add Beneficiary

NON-FUNCTIONAL REQUIREMENTS

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

FR No.	Non-Functional Requirement	Description
NFR-1	**Usability**	Chatbots Developed using AI Should be able to answer any general banking queries an Account Creation, Loan, Net Banking, Other Services etc. It's Effectively in a cost efficient manner.
NFR-2	**Security**	The AI Chatbot maintains a confidential Conversation with customers. Chatbot will provided personal and efficient communication between user and bank.
NFR-3	**Reliability**	Chatbot are trained very well using AI to provide solution for the popular and frequently asked question, there by providing the best suited services quickly.
NFR-4	**Performance**	AI Chatbots are great way to overcome the limitation of workload of humans. There can be multiple instances of a single Chatbot inquiring different people at the same time. This ensures faster, easier and more efficient face-time with customers.
NFR-5	**Availability**	AI chatbots provide 24/7 services to clear all customer queries and guide them through all the banking processes. It's Available to any one with access to the internet with basic Hardware.
NFR-6	**Scalability**	AI chatbots are helping banking industry to scale their customer service and to improve customer service satisfaction at the same time.