

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

Date	11 October 2022
Team ID	PNT2022TMID23608
Project Name	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	Solving General Banking Queries	Our Bot will solve the Banking queries, Loan queries, Bank account creation queries, NetBanking queries.
FR-2	Easy handling of queries	Our Chatbot consists of Well-designed user interfaces and experiences (UI / UX) which will make our Customers feel comfortable to use the ChatBot.
FR-3	Directing to payment gateway	When the user asks the payment link for paying any bills, it directs to the secured payment gateway directly. There user can make their payments
FR-4	Handle complex dialogues	As the Chatbot uses NLP, it can identify the intent of a question to provide an accurate answer and suggest options to resolve the issue
FR-5	Query processing	The chatbot can capture, read and process large amounts of data to gain insights from relevant data and to quickly solve customer problems.
FR-6	Fast onboarding	As our Bot is deployed using Flask and we no need to do any prior registration to use the Bot, our chatbot will be launched quickly

### Non-functional Requirements:

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

FR No.	Non-Functional Requirement	Description
NFR-1	<b>Usability</b>	<ul style="list-style-type: none"><li>• People under all age group can use the Bot</li><li>• Using the Bot is like a normal messaging to a person which means it is easy to use as we use messaging system in our day to day life.</li><li>• A very basic Communication skill is enough to use our Bot.</li></ul>
NFR-2	<b>Security</b>	<ul style="list-style-type: none"><li>• Interactions with the Bot are not shared anywhere.</li><li>• Chats with the Bot are not stored anywhere.</li><li>• The Bot doesn't collect any confidential information like password, pin etc.,</li></ul>
NFR-3	<b>Reliability</b>	<ul style="list-style-type: none"><li>• When the bot can't answer certain queries, It will connect the Customer to the Bank staffs.</li><li>• When the webpage is not loaded or loaded with delay, the Bot will load the web page automatically.</li><li>• When the Bot doesn't know the solution to the queries, it will provide alternate approaches.</li></ul>
NFR-4	<b>Performance</b>	<ul style="list-style-type: none"><li>• Bot will provide faster response</li><li>• The loading time of the Bot will be less than 5 seconds.</li><li>• We will get accurate answers within shorter time.</li><li>• The Bot is customized for each users.</li></ul>
NFR-5	<b>Availability</b>	<ul style="list-style-type: none"><li>• Bot will be available 24/7</li><li>• Bot will have the answers readily available</li><li>• Bot will have the answers which meet the Customer requirements</li></ul>
NFR-6	<b>Scalability</b>	<ul style="list-style-type: none"><li>• When more number of people access the Bot still the server won't crash</li><li>• Each user will be having their customized Bot so many users can access at the same time.</li></ul>