PROJECT DESIGN PHASE-II

DATA FLOW DIAGRAM & USER STORIES

| Date	13 October 2022
Team ID	PNT2022TMID23608
Project Name	Project – AI BASED DISCOURSE FOR BANKING INDUSTRY
Maximum Marks	4 Marks

Data Flow Diagrams:

A Data Flow Diagram (DFD) is a traditional visual representation of the information flows within a system. A neat and clear DFD can depict the right amount of the system requirement graphically. It shows how data enters and leaves the system, what changes the information, and where data is stored.

Simplified:
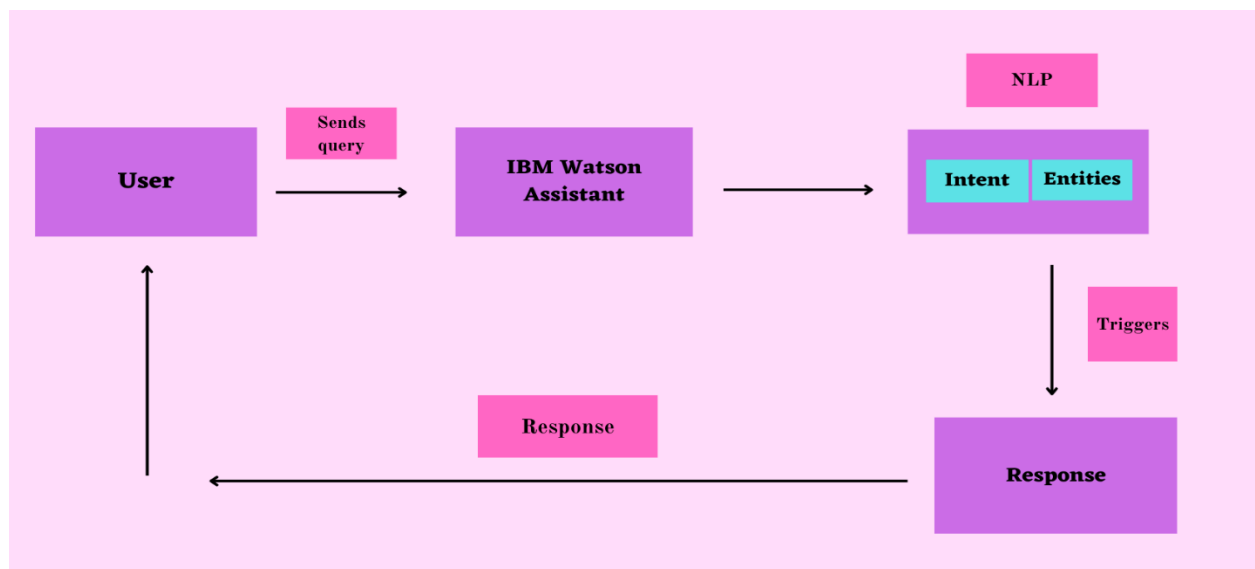
DFD – Industry standard
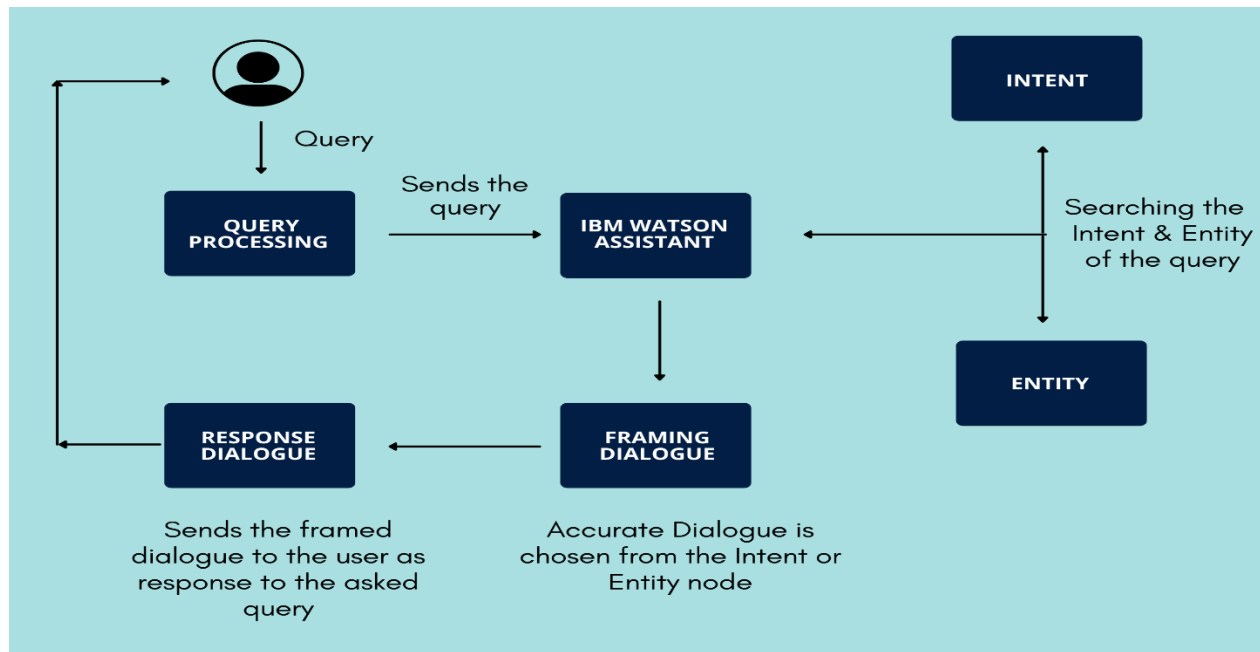
User Stories:

User type	Functional Requirement (Epic)	User story Number	User Story / Task	Acceptance Criteria	Priority	Release
Customer (Web User)	Introduction Greeting	USN-1	As a user, I will start introducing me to the bot and the Bot will introduce itself. (conversation Initialization)	Introduction phase	High	Sprint 1
	Displaying Query list	USN-2	As a user, I can see the list of queries displayed by the Bot. If my query is not available in the list, I can ask my query manually.	Now bot will know what users want to know ,The user may type the option which is not in the list if needed.	High	Sprint 1

	Choosing the query	USN-3	As a user, I can choose an option from the query list provided by Bot or the query can be user defined	Selecting the query	High	Sprint 1
	Loan query	USN-4	I can ask and get solutions for all my queries related to loan such as list of loan schemes available, Loans for education, Loan for business, Loan amount for each schemes.	I will get solution for my queries related to loan	Medium	Sprint 2
	Net Banking query	USN-5	I can ask and get solutions for all my queries related to NetBanking	I will get solution for my queries related to NetBanking instantly instead of going through the FAQ section	Medium	Sprint 2
	Bank Account Creation	USN-6	As a user, I can create a bank account with the provided guidelines by the bot .The Bot will be providing the step by step ways to create a Bank account.	I can create a Bank account	Medium	Sprint 3

	End Greeting	USN-7	As a user, I will be satisfied with the solution and the Bot will greet me in the end which make me feel that I am chatting with the real human.	I can end the conversation with a sweet greeting, feeling that I have conversed with the real Human.	Medium	Sprint 3
	Response	USN-8	As a user, I want to get the answer as quickly as possible so that I don't have to wade through FAQ's on my own or go through the entire website	I will be able to get quick response without wandering through FAQ	Medium	Sprint 2
	User Friendly user experience	USN-9	As a user, I want to feel enough as if I were talking to a live human being so for that I should be able to get a good User experience and Interface	I will feel as chatting with a real human	Medium	Sprint 3
Bank Staff	Solving queries which can't be solved by Chatbot	USN-10	As a user, I will ask my queries directly to Bank Staff ,if the query can't solved by Bot.The Bot will direct me (user) to Bank staff	I don't need to depend only on Bot, It will direct the user to the Bank staff whenever needed	Medium	Sprint 3