Project Design Phase-II

Functional Requirements (Functional & Nonfunctional)

# Functional Requirements:

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| **No.** | **Functional Requirement (Epic)** | **Sub Requirement (Story / Sub-Task)** |
| 1 | User Registration | * Registration through Form * Registration through Gmail * Registration through LinkedIn |
| 2 | User Confirmation | * Confirmation via Email * Confirmation via OTP |
| 3 | User Login | * Validation of Login ID and Password. |
| 4 | Query Support | * AI chatbot for supporting guidelines. |
| 5 | 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. |
| 6 | Loan Related Service | * Types of Loan Details. * Interest and Benefit Schemes. * Instant Details of the Loan status. * Verification of User Identity |
| 7 | Online Banking Support | * UPI linkage to account. * Security Services in unauthorized UPI linkage. * Account Balance Check * Instant Money transfer Action. * Message when Money transaction. * Account Freeze action. |

# Non-functional Requirements:

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| **No.** | **Non-Functional Requirement** | **Description** |
| 1 | **Usability** | Customers can access chatbots more efficiently and in a simpler way. Multilanguage functionality is supported. Top chat topics are displayed for easy  access. |
| 2 | **Security** | Customers can have the utmost security of their information. The details are stored in the cloud where the bank employee has total control over accessing valuable information. Customers also get mail if requested for a piece of confidential information. |
| 3 | **Reliability** | If the criteria or the topic the customer expects is not met via chatbot, bank employees can provide details for that issue within a short span of  time. |
| 4 | **Performance** | The chatbot can provide consistency and frequent updating of queries made without any information loss |
| 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 be retrieved  whenever needed. |
| 6 | **Scalability** | New user interfaces are made in the chatbot for a good customer experience. It can support a wide range of user queries and provide instant responses. The queries of more than 1000 people  can be answered using the chatbot. |