

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

Date	26 October 2022
Team ID	PNT2022TMID03901S
Project Name	Project – AI BASED DISCOURSE SYSTEM 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	User Registration	<ul style="list-style-type: none">Registration through FormRegistration through GmailRegistration through LinkedIn
FR-2	User Confirmation	<ul style="list-style-type: none">Confirmation via EmailConfirmation via OTP
FR-3	User login	<ul style="list-style-type: none">Validation of credentials
FR-4	Help Support	<ul style="list-style-type: none">AI chatbot will act as a support for the new/old users queries
FR-5	Announcements	<ul style="list-style-type: none">The AI chatbot must be able to broadcast all the messages to the users in time
FR-6	Online Banking System Support	<ul style="list-style-type: none">Account balance checkMessage when money transaction occursAccount freeze actionInstant money transfer support

Non-functional Requirements:

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

FR No.	Non-Functional Requirement	Description
NFR-1	Usability	Customer's usability/access towards the AI chatbot must be in a simple way and a special feature know to be multilanguage functionality is supported
NFR-2	Security	Customer can have a utmost security of their own information, they are stored in the private cloud where the employees can maintain the confidential information in a more secure way
NFR-3	Reliability	If Chatbot cannot met customer's expectation, then the bank employee should indeed provide a reliable solution of solving the issue within a short span of time
NFR-4	Performance	AI chatbot is well known for its consistency performance and updating the queries and recovering process can be done without any loss
NFR-5	Availability	Due to the usage of cloud, data will be available 24/7 even if the servers go down
NFR-6	Scalability	New user interfaces and updates are made to achieve the good customer experience and to provide instant responses