

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

Date	13 October 2022
Team ID	PNT2022TMID07052
Project Name	Project - 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	User Preview	Customers may examine the chatbot preview and use it to ask questions.
FR-2	Greetings	The IBM Watson Assistant Chatbot needs instructions for a greeting message to greet the customer when they visit the chatbot.
FR-3	Customer support	<ul style="list-style-type: none">• The Chatbot has a message bar in which the user can type their queries and get solutions instantly to their queries.• It has predefined questions and keywords to deliver it to the customer.• Frequently Asked Questions (FAQs) are available so that the customer can easily resolve basic questions.
FR-4	Updates	The Virtual Assistant will display new updates so the client can easily familiarize themselves with the new services and policies.

Non-functional Requirements:

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

FR No.	Non-Functional Requirement	Description
NFR-1	Usability	<ul style="list-style-type: none">• You may connect conversational user interfaces into any application, gadgets, or channel using Watson Assistant.• The Bot can be used by anybody to answer questions.• Basic communication skills are sufficient.
NFR-2	Security	<ul style="list-style-type: none">• IBM employs robust security includes employing encryption and access control techniques, which enable us to code or relocate data to restrict access to unauthorized users, de-identify data and use it in accordance with applicable permissions.

		<ul style="list-style-type: none"> • The Chatbot does not gather any sensitive information such as account numbers or passwords.
NFR-3	Reliability	<ul style="list-style-type: none"> • The confidentiality and privacy of data are guaranteed. • Watson Assistant can handle numerous client's requests at a time. Compared to Google Dialog flow, it is 5.6% more accurate. • If the bot does not recognize the answer to a query, it suggests alternatives.
NFR-4	Performance	<ul style="list-style-type: none"> • It is super accurate, easy and simple to use. • Many customers feel happy that their queries are solved instantly and satisfied that they got accurate responses using Watson Assistant Chatbots. • The Bot is personalized to each individual user.
NFR-5	Availability	<ul style="list-style-type: none"> • Here, chatbots for banks are created with IBM Watson Assistant and made accessible to customers anytime they need them. • Customer support is available around-the-clock.
NFR-6	Scalability	<ul style="list-style-type: none"> • The best part about customer service chatbots is their ability to help business growth and scale with ease and best in terms of profit. • IBM Watson Assistant also produces quick and accurate responses and meets customer's expectations. • It introduces deep and broad perspectives in the bank's global features.