

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

Date	21 October 2022
Team ID	PNT2022TMID53377
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	User Registration	Registration through Gmail Registration through Phone Number
FR-2	User Confirmation	Confirmation via Email Confirmation via OTP
FR-3	User Bank Account Details	If user has an existing account, bank account details are collected. If user does not have an account, bank account creation related queries will be answered.
FR-4	Chatbot responding to queries	Chatbot should respond to general banking queries, net banking and loan related queries.
FR-5	Chat with Bank Representative	If user queries are complex, chatbot should route the conversation to a bank representative to help assist the user better.
FR-6	Administration	Administration of all user accounts

Non-functional Requirements:

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

FR No.	Non-Functional Requirement	Description
NFR-1	Usability	Chatbot application should be easy to use and the bot's replies should be easy to understand by common public.
NFR-2	Security	Bank account details of the users should be secure and only bank representatives should be able to access certain details of the account.
NFR-3	Reliability	The chatbot should be extensively trained to better understand and respond to various banking queries
NFR-4	Performance	The chatbot should respond instantly to multiple users using the application simultaneously.
NFR-5	Availability	The chatbot should be available at all times for users.
NFR-6	Scalability	The application can be scaled to understand regional languages and voice recognition to help users better.