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

Date	13 October 2022
Team ID	PNT2022TMID30161
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	• 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**	• 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**	• 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.

		• The Chatbot does not gather any sensitive information such as account numbers or passwords.
NFR-3	**Reliability**	• 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**	• 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**	• 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**	• 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.