

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

Date	18 October 2022
Team ID	PNT2022TMID44006
Project Name	AI BASED DISCOURSE FOR BANKINGINDUSTRY
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	Solving General Banking Queries	Our bot will answer questions on banking, loans, opening bank accounts, and net banking.
FR-2	Easy handling of queries	Our chatbot has thoughtfully developed user interfaces and user experiences (UI / UX), which will make it easier for customers to utilise.
FR-3	Directing to payment gateway	When a user clicks on the payment link to pay a bill, they are immediately redirected to the secure payment gateway. The user can make payments there.
FR-4	Handle complex dialogues	As the chatbot makes use of NLP, it can determine the purpose of a question in order to give a precise response and offer solutions to the problem.
FR-5	Query processing	In order to efficiently address customer issues and obtain insights from pertinent data, the chatbot can acquire, interpret, and process massive amounts of data.
FR-6	Fast onboarding	As our chatbot is delivered using Flask and requires no previous registration to use, it will go live instantly.

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">• People under all age group can use the Bot• Using the Bot is like a normal messaging to a person which means it is easy to use as we use messaging system in our day to day life.• A very basic Communication skill is enough to use our Bot.
NFR-2	Security	<ul style="list-style-type: none">• Interactions with the Bot are not shared anywhere.• Chats with the Bot are not stored anywhere.• The Bot doesn't collect any confidential

		information like password, pin etc.,
NFR-3	Reliability	<ul style="list-style-type: none"> • When the bot can't answer certain queries, It will connect the Customer to the Bank staffs. • When the webpage is not loaded or loaded with delay, the Bot will load the web page automatically. • When the Bot doesn't know the solution to the queries, it will provide alternate approaches.
NFR-4	Performance	<ul style="list-style-type: none"> • Bot will provide faster response • The loading time of the Bot will be less than 5 seconds. • We will get accurate answers within shorter time. • The Bot is customized for each users.
NFR-5	Availability	<ul style="list-style-type: none"> • Bot will be available 24/7 • Bot will have the answers readily available • Bot will have the answers which meet the Customer requirements
NFR-6	Scalability	<ul style="list-style-type: none"> • When more number of people access the Bot still the server won't crash • Each user will be having their customized Bot so many users can access at the same time.