

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

Date	03 October 2022
Team ID	PNT2022TMID07727
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	Current Account Creation	The chatbot must be able to resolve the queries on partnership and proprietorship accounts.
FR-2	Savings Account Creation	The chatbot has to answer the questions about Kids Savings Accounts, Regular SavingsAccounts, and Zero Balance Savings Accounts
FR-3	Loan	Chatbot are help to clear our question's like student loans, house loans, gold loans, top-up loans,and car loans
FR-4	General Query	The chatbot should be able to respond to the questions about the hours when banks are open, the currency conversion policy, storage lockers, a branch locator, a list of available branches, CIBIL, etc.
FR-5	Net Banking	features of net banking, signing up for net banking, and issues with net banking should all be answered by the chatbot.

**Non-functional Requirements:**

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

FR No.	Non-Functional Requirement	Description
NFR-1	<b>Usability</b>	They can help organizations cut customer service expenses by up to 30%. It is also to improve customer experience, financial companies are using chatbots to automate the majority of their duties, including addressing client complaints, responding to inquiries, providing investment advice, etc.,
NFR-2	<b>Security</b>	The most important part of banking is the security and privacy of customer data. We must make sure that only your bank may access the information collected from customers. Additionally, we need to incorporate a centralized authentication method with our chatbotsolution

NFR-3	<b>Reliability</b>	The truth is that money is a delicate subject. Because of this, the bot must represent two crucial qualities: security and dependability
NFR-4	<b>Performance</b>	The chatbot's speed should be quicker than the time it would take a human to write the response. The chatbot should be coupled with a knowledge-based database and configured to swiftly retrieve information.
NFR-5	<b>Availability</b>	Any time of the day or night, they should be on call and prepared to respond to queries from late-night visitors or just those in other time zones.
NFR-6	<b>Scalability</b>	In light of this, a chatbot should be able to operate in any server environment. The chatbot should be designed scalable so that it can accommodate many users and other modules at once. The chatbot should also be designed to function in the majority of server setups