

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

Date	13 October 2022
Team ID	PNT2022TMID15528
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"><li>The Chatbot has a message bar in which the user can type their queries and get solutions instantly to their queries.</li><li>It has predefined questions and keywords to deliver it to the customer.</li><li>Frequently Asked Questions (FAQs) are available so that the customer can easily resolve basic questions.</li></ul>
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	<b>Usability</b>	<ul style="list-style-type: none"><li>You may connect conversational user interfaces into any application, gadgets, or channel using Watson Assistant.</li><li>The Bot can be used by anybody to answer questions.</li><li>Basic communication skills are sufficient.</li></ul>
NFR-2	<b>Security</b>	<ul style="list-style-type: none"><li>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.</li></ul>

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