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

Date	03 October 2022
Team ID	PNT2022TMID03463
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	Current Account Related Actions	• Type of Company • Steps for closure of current account • GSTIN updates • Zero Balance Current Account
FR-2	Savings Account Related Actions	•Details of the type of Savings Account Created •Rate of interest •Minimum Balance to be maintained •Debit Card •Credit Card
FR-3	Actions related to Loan Account	• Types of Loan • Duration for approval • Available Loan Amounts • Status of Loan • Joint Loan
FR-4	General Queries Related Actions	• Working Days of Bank • List of Branches • Locker Storage Facility • Currency Conversion Facility • CIBIL count • Finding a nearest branch
FR-5	Net Banking Related Actions	• Steps to login • Changing Net Banking Password • Daily Limit on transactions •Types of Fund Transfer • Adding Beneficiary

Non-functional Requirements:

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

FR No.	Non-Functional Requirement	Description
NFR-1	**Usability**	AI-powered chatbots should be able to answer general banking questions about account creation, loans, net banking, and other services, among other things. It should respond to customer's inquiries quickly and effectively in a cost-effective manner
NFR-2	**Security**	The AI Chatbot keeps your information and interaction with customers private. The chatbot will offer personal and effective interaction between the user and the bank
NFR-3	**Reliability**	Chatbots are well-trained using AI to provide answers to popular and frequently asked questions, allowing them to provide the best suited service quickly. As a result, AI Chatbots provides a dependable end-user experience.
NFR-4	**Performance**	AI Chatbots is an excellent way to overcome human workload constraints. Multiple instances of a single chatbot inquiring different people can occur at the same time. Customers do not have to wait because such chatbots operate in real time. This results in faster, easier, and more efficient face-to-face interactions with customers.
NFR-5	**Availability**	AI Chatbots are available 24/7 to answer all the questions of the customers and guide them through all of the banking processes. It is accessible to anyone with internet access and basic hardware.
NFR-6	**Scalability**	AI Chatbots is assisting the banking industry in scaling their customer service while also improving customer satisfaction. It can be scaled according to the bank's needs to include answers to any questions about any new feature or service introduced by the bank.