

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

Date	03 October 2022
Team ID	PNT2022TMID38674
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	UI Design	As a user, I will view all icons,button,content
FR-2	Whatsapp integration	If a user use for this chatbot through this whatsapp
FR-3	Text to speech	If a customer poor internet get so add phone integrate from chatbot.
FR-4	messenger integration	If a user use for this chatbot through this messenger

**Non-functional Requirements:**

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

FR No.	Non-Functional Requirement	Description
NFR-1	Usability	The human work will reduce for chatbot becomes. So It is also to improve customer experience, financial companies are using chatbot to automate the majority of their duties, including addressing client complaints, responding to inquiries and resolve the problem.
NFR-2	Security	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. The customer data will stored in encrypted format in database. We can use simple encryption algorithm
NFR-3	Reliability	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.
NFR-4	Performance	The chatbot's speed should be quicker than the time it would take a human to write the response.
NFR-5	Availability	Anytime and anywhere of the day or night, they should be on call and prepared to respond to queries.
NFR-6	Scalability	The chatbot can easy to add extra quires corresponding answer any time easy to customized using ibm Watson service.