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

Date	15 October 2022
Team ID	PNT2022TMID10041
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 Registration	• Registration through Form • Registration through Gmail • Registration through LinkedIN
FR-2	User Confirmation	• Confirmation via Email • Confirmation via OTP
FR-3	User Login	• Validation of Login ID and Password.
FR-4	Query Support	• AI chatbot for supporting guidelines.
FR-5	Existing user Support	• Change of ownership • Mistakes Correction Query support • Bank Card (Debit and Credit) • Shift in Branches • Account Freeze action and Security services. • Changes made confirmation through mail orOTP.
FR-6	Loan Related Service	☐ Types of Loan Details. ☐ Interest and Benefit Schemes. ☐ Instant Details of Loan status. • Verification of User Identity
FR-7	Online Banking Support	• UPI linkage to account. • Security Services in unauthorized UPI linkage. • Account Balance Check • Instant Money transfer Action. • Message when Money transaction. • Account Freeze action.

Non-functional Requirements:

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

FR No.	Non-Functional Requirement	Description
NFR-1	**Usability**	Customer can access chatbot more efficiently and ina simpler way. Multilanguage functionality is supported. Top chat topics are displayed for easy access.
NFR-2	**Security**	Customer can have utmost security of their information. The details are stored in cloud wherethe bank employee have total control in accessingvaluable information. Customers also get a mail if requested for a confidential information.
NFR-3	**Reliability**	If the criteria or the topic which customer expects isnot met via chatbot, bank employee will be able to provide details for that issue within a short span of time.
NFR-4	**Performance**	Chatbot can provide consistency and frequent updating of queries are made without any loss in information.
NFR-5	**Availability**	It is available 24x7 and the progress is not lost, even if the servers go down. Cloud storage ensuresthat data is protected and can we retrieved whenever needed.