**Project Design Phase-II**

**Solution Requirements (Functional & Non-functional)**

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| Date | 15 October 2022 |
| Team ID | PNT2022TMID06855 |
| Project Name | AI based discourse for banking industry |
| Maximum Marks | 4 Marks |

**Functional Requirements:**

Following are the functional requirements of the proposed solution.

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| **FR No.** | **Functional Requirement (Epic)** | **Sub Requirement (Story / Sub-Task)** |
| FR-1 | User Registration | Registration through form , which available on the official bank website. |
| FR-2 | User Login | User can login via registered Username and Password. |
| FR-3 | Asking query | User can explore the frequently asked questions, and also he/she may post their own query. |
| FR-4 | Response | It should respond to the user with the available data about them. |

**Non-functional Requirements:**

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

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| **FR No.** | **Non-Functional Requirement** | **Description** |
| NFR-1 | **Usability** | AI chat bot can handle a customer’s queries, they won’t have to wait in a line. It provide a personalised experience for the user. |
| NFR-2 | **Security** | The users have to authenticate themselves before being able to query information from the bot. |
| NFR-3 | **Reliability** | The bot should able to interpret and understand the user query correctly. Interpreting the intention of the query is a top priority upon making the bot. |
| NFR-4 | **Performance** | Faster and accurate query response for all kind of user queries. |
| NFR-5 | **Availability** | Chat bot should available for 24\*7, so that it can reduce the customers waiting time. |
| NFR-6 | **Scalability** | It should able to handle N number of users at the same time with faster response and correct query results. |