

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

Date	15 October 2022
Team ID	PNT2022TMID48901
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	Solving General Banking Queries	Our Bot will solve the Banking queries, Loan queries, Bank account creation queries, Net Banking queries.
FR-2	Easy handling of queries	Our Chatbot consists of Well-designed user interfaces and experiences (UI / UX) which will make our Customers feel comfortable to use the ChatBot.
FR-3	Directing to payment gateway	When the user asks the payment link for paying any bills, it directs to the secured payment gateway directly. There user can make their payments
FR-4	Handle complex dialogues	As the Chatbot uses NLP, it can identify the intent of a question to provide an accurate answer and suggest options to resolve the issue
FR-5	Query processing	The chatbot can capture, read and process large amounts of data to gain insights from relevant data and to quickly solve customer problems.
FR-6	Fast onboarding	As our Bot is deployed using Flask and we no need to do any prior registration to use the Bot, our chatbot will be launched quickly

Non-functional Requirements:

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

FR No.	Non-Functional Requirement	Description
NFR-1	Usability	<ul style="list-style-type: none">• People under all age group can use the Bot• Using the Bot is like a normal messaging to a person which means it is easy to use as we use messaging system in our day to day life.• A very basic Communication skill is enough to use our Bot.
NFR-2	Security	<ul style="list-style-type: none">• Interactions with the Bot are not shared anywhere.• Chats with the Bot are not stored anywhere.• The Bot doesn't collect any confidential information like password, pin etc.,
NFR-3	Reliability	<ul style="list-style-type: none">• When the bot can't answer certain queries, It will connect the Customer to the Bank staffs.• When the webpage is not loaded or loaded with delay, the Bot will load the web page automatically.• When the Bot doesn't know the solution to the queries, it will provide alternate approaches.
NFR-4	Performance	<ul style="list-style-type: none">• Bot will provide faster response• The loading time of the Bot will be less than 5 seconds.• We will get accurate answers within shorter time.• The Bot is customized for each users.
NFR-5	Availability	<ul style="list-style-type: none">• Bot will be available 24/7• Bot will have the answers readily available• Bot will have the answers which meet the Customer requirements
NFR-6	Scalability	<ul style="list-style-type: none">• When more number of people access the Bot still the server won't crash• Each user will be having their customized Bot so many users can access at the same time.