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

Date	15 October 2022
Team ID	PNT2022TMID30310
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	User Registration	Registration through Gmail. Registration through Phone Number.
FR-2	User Confirmation	Confirmation via Email. Confirmation via OTP. Confirmation via SMS.
FR-3	User Login	Login using credentials.
FR-4	Search	Get a bank Account and Net Banking details, Loan Queries and also some basic queries related to banking.
FR-5	Fetching details	Fetch customer's information/data from database
FR-6	Virtual keypad	Get banking service details according to user/customer's language (continental languages).
FR-7	Prediction	Train and test predictive models

Non-functional Requirements:

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

FR No.	Non-Functional Requirement	Description
NFR-1	**Usability**	The system must provide different graphical interfaces for customers, tellers and admins. Interfaces must automatically adjust to devices with different screen sizes, and allow to change typeface size and color scheme.
NFR-2	**Security**	The connection between the Web API and the programs will use HTTPS, for security. The bank details are only accessed by the registered user.
NFR-3	**Reliability**	The chatbot must be reliable with next to no faults or bugs.
NFR-4	**Performance**	The chatbot should have a dynamic time interval for replying to the user based on the length of his/her message.

NFR-5	**Availability**	The system must be available for 24*7 hours.
NFR-6	**Scalability**	It can support numerous users and additional modules at the same time. Also, the chatbot should be built to accommodate itself in most server environments.