

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

Date	16 October 2022
Team ID	PNT2022TMID35574
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	Create new account	<ul style="list-style-type: none">● Explain procedure● Mention required document● Enquire the account type● Agree to the terms and conditions● Fund your account
FR-2	Financial advice	<ul style="list-style-type: none">● Exchange of currency● Commercial notes and loans● Offering Savings deposit● Checking Accounts
FR-3	Loan enquiry	<ul style="list-style-type: none">● Type of loan● Documents to be submitted● Interest provided
FR-4	Savings account	<ul style="list-style-type: none">● Minimum balance● Joint account
FR-5	Salary account	<ul style="list-style-type: none">● Minimum balance● Joint account

Non-functional Requirements:

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

FR No.	Non-Functional Requirement	Description
NFR-1	Usability	Banking chatbots automate conversations, freeing up human agents for higher-value work. Customers get immediate answers to simple questions, and more human resources are available when it matters most.
NFR-2	Security	Chatbots can take over functions involving the exchange of Personally Identifiable Information (PII), totally removing humans from the loop, thus increasing overall security. The chatbot will dutifully follow all of the data privacy and protection policies that the security engineer enforces and keep to the

		confines of how it's instructed to access the data required for the conversation.
NFR-3	Reliability	User's perception that a chatbot service has the ability to perform the promised service dependably and accurately.
NFR-4	Performance	Chatbots can help banks and financial institutions streamline daily operations and improve overall performance.
NFR-5	Availability	AI chatbots in the banking system in the coming years will be more significant and ever-expanding. Nowadays, most banks have implemented chatbots to handle routine tasks such as fund transfers between accounts, resetting mobile banking passwords, paying bills, and even opening a new checking account.
NFR-6	Scalability	The best part about customer service chatbots is their ability to help businesses grow and scale with ease, especially when web traffic volume increases.