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

Date	03 October 2022
Team ID	PNT2022TMID33620
Project Name	AI based discourse for banking industry
Maximum Marks	4 Marks

Functional Requirements:

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	Analysing the User Data	Analysing through the registered form by user and providing the LOS or no need of LOS.
FR - 4	Display the Data	Dashboard display the process and update
FR - 5	Savings Account Related Actions	Used to see the type of Savings Account Creation Details, Interest Rate, Minimum Balance, Debit Card, Credit Card.
FR - 6	Queries Related Actions	Bank Working Days, List of Branches, Storage Locker Facility
FR - 7	Net Banking	Login Steps, Change Net Banking Password, Daily Limit

Non-functional Requirements:

FR No.	Non-Functional Requirement	Description
NFR-1	**Usability**	It is very user-friendly application as we are using the visualizations techniques for easy understanding of the LOS
NFR-2	**Security**	We can secure the patients data with appropriate caution and take smart decisions. Restrict Access to Data and Applications.
NFR-3	**Reliability**	Chatbots are trained very well using AI to provide solutions for the popular and frequently asked questions, thereby providing the best suited service quickly. Thus, AI Chatbots has a reliable end-user experience.
NFR-4	**Performance**	AI Chatbots is a great way to overcome the limitation of workload of humans. There can be multiple instances of a single chatbot inquiring different people at the same time. Such chatbots work in real time with no need for the customers to wait
NFR-5	**Availability**	AI Chatbots provides 24/7 service to clear all customer queries and guide them through all the

			banking processes. It is available to anyone with access to the internet with basic hardware
NFR-6	**Scalability**		AI Chatbots is helping banking industry to scale their customer service and to improve customer service satisfaction at the same time. It can be scaled as per the requirements of the bank to include answers to queries related to any new feature or service introduced by the bank.