Project Design Phase-II

Solution Requirements (Functional & Non-functional)

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| Date | 15 October 2022 |
| Team ID | PNT2022TMID33674 |
| Project Name | AI BASED DISCOURSE FOR BANKING INDUSTRY |
| Maximum Marks | 4 Marks |

# Functional Requirements:

The 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 | Greetings | As soon as a consumer joins the chatbot, it should greet them. |
| FR-2 | Faster joining | Customers don't need to register in advance to use the bot; it will be available right away. |
| FR-3 | Savings Account  Creation Guide | The chatbot should be able to respond to inquiries about Kids Savings  Accounts, Regular Savings Accounts, and Zero Balance Savings Accounts. |
| FR-4 | Current Account  Creation Guide | The chatbot should be able to answer questions regarding  proprietorship and partnership accounts. |
| FR-5 | Loan Query Clarification | The chatbot should be able to respond to inquiries on student loan, house loan, gold loan, top-up loan, and car loan. |
| FR-6 | General Query Clarification | The chatbot should provide information on a branch finder, a list of nearby branches, CIBIL, storage lockers, currency conversion rules, and  other subjects. |
| FR-7 | Net Banking Clarification | The chatbot should be able to respond to inquiries regarding the features of net banking, how to sign up for it, and any issues you might be experiencing. |
| FR-8 | Further assistance | If it was successful in solving the customer's problem or if further help  is needed, the bot should inquire once more. |

# 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** | To answer questions and provide assistance as needed, AI chatbots interact with people in a manner that is highly natural. Giving consumers  timely assistance is the main goal of this chatbot. |
| NFR-2 | **Security** | The safety and privacy of consumer data is the most crucial aspect of banking. We have to make sure that the client data we collect is only accessible by your bank. |
| NFR-3 | **Reliability** | Since delivering dependable performance and  information to users is seen to be crucial when employing chatbot-based services, reliability is described as a user's opinion that a chatbot service has the capacity to provide the promised service dependably and accurately. Users consider the accuracy of the information supplied by chatbot services to be a key element. |
| NFR-4 | **Performance** | The speed of the chatbot has to be faster than the  time it would take a human to compose the reply.  The chatbot should be connected to a  knowledge-based database and set up to retrieve data quickly. |
| NFR-5 | **Availability** | Chatbots ought to be awake all the time and not  grow weary. They should always be available and ready to answer questions from guests who arrive late at night or who are just in another time zone, whether it is during the day or night. |
| NFR-6 | **Scalability** | Chatbots have the ability to develop to the point  where they can manage difficult questions and resolve a variety of other complex questions that can only be handled by human agents. This removes chatbots' restrictions on being useful to a certain set of individuals and boosts their capacity for managing a huge number of people at once. |