

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

|               |   |
|---------------|---|
| Date          | 13 October 2022                                   |
| Team ID       | PNT2022TMID44248                                  |
| Project Name  | Project - 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 Preview                  | Customers may examine the chatbot preview and use it to ask questions.  |
| FR-2   | Greetings                     | The IBM Watson Assistant Chatbot needs instructions for a greeting message to greet the customer when they visit the chatbot.   |
| FR-3   | Customer support              | <ul style="list-style-type: none"><li>• The Chatbot has a message bar in which the user can type their queries and get solutions instantly to their queries.</li><li>• It has predefined questions and keywords to deliver it to the customer.</li><li>• Frequently Asked Questions (FAQs) are available so that the customer can easily resolve basic questions.</li></ul> |
| FR-4   | Updates                       | The Virtual Assistant will display new updates so the client can easily familiarize themselves with the new services and policies.  |

**Non-functional Requirements:**

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

| FR No. | Non-Functional Requirement | Description  |
|--------|----------------------------|--|
| NFR-1  | <b>Usability</b>           | <ul style="list-style-type: none"><li>• You may connect conversational user interfaces into any application, gadgets, or channel using Watson Assistant.</li><li>• The Bot can be used by anybody to answer questions.</li><li>• Basic communication skills are sufficient.</li></ul>                |
| NFR-2  | <b>Security</b>            | <ul style="list-style-type: none"><li>• IBM employs robust security includes employing encryption and access control techniques, which enable us to code or relocate data to restrict access to unauthorized users, de-identify data and use it in accordance with applicable permissions.</li></ul> |

|       |                     |   |
|-------|---------------------|---|
|       |                     | <ul style="list-style-type: none"> <li>• The Chatbot does not gather any sensitive information such as account numbers or passwords.</li> </ul>   |
| NFR-3 | <b>Reliability</b>  | <ul style="list-style-type: none"> <li>• The confidentiality and privacy of data are guaranteed.</li> <li>• Watson Assistant can handle numerous client's requests at a time. Compared to Google Dialog flow, it is 5.6% more accurate.</li> <li>• If the bot does not recognize the answer to a query, it suggests alternatives.</li> </ul>  |
| NFR-4 | <b>Performance</b>  | <ul style="list-style-type: none"> <li>• It is super accurate, easy and simple to use.</li> <li>• Many customers feel happy that their queries are solved instantly and satisfied that they got accurate responses using Watson Assistant Chatbots.</li> <li>• The Bot is personalized to each individual user.</li> </ul>  |
| NFR-5 | <b>Availability</b> | <ul style="list-style-type: none"> <li>• Here, chatbots for banks are created with IBM Watson Assistant and made accessible to customers anytime they need them.</li> <li>• Customer support is available around-the-clock.</li> </ul>  |
| NFR-6 | <b>Scalability</b>  | <ul style="list-style-type: none"> <li>• The best part about customer service chatbots is their ability to help business growth and scale with ease and best in terms of profit.</li> <li>• IBM Watson Assistant also produces quick and accurate responses and meets customer's expectations.</li> <li>• It introduces deep and broad perspectives in the bank's global features.</li> </ul> |