

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

Date	03 October 2022
Team ID	PNT2022TMID43731
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 Registration	Registration through Form Registration through Gmail Registration through LinkedIn
FR-2	User Confirmation	Confirmation via Email Confirmation via OTP
FR-3	User Login	Login through valid id and password
FR-4	General Query	The chatbot should be able to respond to questions about the hours when banks are open, the currency conversion policy, storage lockers, a branch locator, a list of available branches, CIBIL, etc.
FR-5	Updates	The client can simply become familiar with the new services and policies by viewing the latest updates on the Virtual Assistant.
FR-6	Banking credentials	User can manage their account credentials

Non-functional Requirements:

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

FR No.	Non-Functional Requirement	Description
NFR-1	Usability	AI-powered chatbots should be able to respond to any general banking questions including opening an account, loans, net banking, other services, etc. It provides prompt, efficient, and cost-effective answers to consumers' questions.
NFR-2	Security	Customer conversations with the AI Chatbot are kept private. Between the user and the bank, a chatbot will offer personalised and effective communication.
NFR-3	Reliability	The best possible service is swiftly provided by chatbots that have been expertly trained using AI to offer answers to the most popular and often requested questions. AI Chatbots offer a reliable trustworthy user experience as a result.
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	AI chatbots are available 24/7 service to answer all consumer questions and walk them through the entire banking procedure. Anyone with minimal hardware and internet access can access it.
NFR-6	Scalability	AI chatbots are assisting the banking sector in both scaling their customer care and raising client satisfaction levels 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.