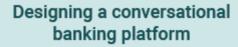
## Project Design Phase-II Data Flow Diagram & User Stories

| Date          | 20 October 2022                         |  |
|---------------|---|--|
| Team ID       | PNT2022TMID40074                        |  |
| Project Name  | Al Based Discourse for Banking Industry |  |
| Maximum Marks | 4 Marks                                 |  |

## **Data Flow Diagrams:**

A Data Flow Diagram (DFD) is a traditional visual representation of the information flows within a system. A neat and clear DFD can depict the right amount of the system requirement graphically. It shows how data enters and leaves the system, what changes the information, and where data is stored.



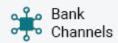
Conversational Carrier



Voice Assistants



Social & Messaging Platforms



Chat Delivery Services







Conversation Engine



Cognitive Conversation Engine Banker/CSRs

**Customer Analytics** 

Supporting Services

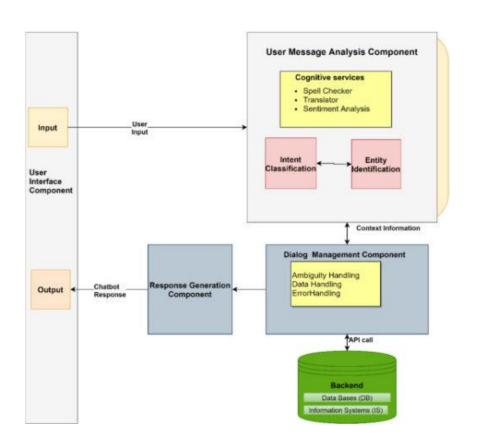


Identity & Security





SOURCE: IBM @ February 2019 The Financial Brand



## **User Stories**

Use the below template to list all the user stories for the product.

| User Type                 | Functional<br>Requirement<br>(Epic) | User Story<br>Number | User Story / Task   | Acceptance criteria                                       | Priority | Release  |
|---------------------------|-------------------------------------|----------------------|---|---|----------|----------|
| Customer<br>(Mobile user) | Registration                        | USN-1                | As a user, I can register for the application by entering my email, password, and confirming my password. | I can access my account / dashboard                       | High     | Sprint-1 |
|                           |                                     | USN-2                | As a user, I will receive confirmation email once I have registered for the application                   | I can receive confirmation email & click confirm          | High     | Sprint-1 |
|                           |                                     | USN-3                | As a user, I can register for the application through Facebook  | I can register & access the dashboard with Facebook Login | Low      | Sprint-2 |
|                           |                                     | USN-4                | As a user, I can register for the application through Gmail   |   | Medium   | Sprint-1 |
|                           | Login                               | USN-5                | As a user, I can log into the application by entering email & password                                    |   | High     | Sprint-1 |
|                           | Dashboard                           | USN-6                | As a user can see the interface to interact with the chatbot  |   |          |          |
| Customer (Web user)       |                                     |                      |   |   |          |          |
| Customer Care Executive   |                                     |                      |   |   |          |          |
| Administrator             |                                     |                      |   |   |          |          |
|                           |                                     |                      |   |   |          |          |
|                           |                                     |                      |   |   |          |          |
|                           |                                     |                      |   |   |          |          |