

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

|               |   |
|---------------|---|
| Date          | 14 October 2022                                   |
| Team ID       | PNT2022TMID35942                                  |
| 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<br>Registration through Gmail<br>Registration through LinkedIn  |
| FR-2   | User Confirmation             | Confirmation via Email<br>Confirmation via OTP  |
| FR-3   | Speed                         | Chatbots should be programmed in such a way that they can fetch information and respond quickly thereby allowing users to make hassle-free payments within seconds. |
| FR-4   | Fraud prevention              | Issue alerts directly to the customer and the bank if user's password is being changed or any other kind of fraudulent activity                                     |
| FR-5   | Authentication                | Authenticate user whenever he/she tries to access financial details of an account.  |
| FR-6   | Historical data               | Maintaining history of transactions, loans, bank balance and withdrawals of a customer for future reference.  |

**Non-functional Requirements:**

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

| FR No. | Non-Functional Requirement | Description  |
|--------|----------------------------|--|
| NFR-1  | <b>Usability</b>           | Visually appealing chatbot user interface is easy to use and also provide seamless customer service at one touch                           |
| NFR-2  | <b>Security</b>            | Consumers feel more secure when the system generate a unique password for each login thereby protecting customer data and personal privacy |
| NFR-3  | <b>Reliability</b>         | Provide personalised experience by using their past banking history can facilitate reliable service to customers                           |

|       |                     |   |
|-------|---------------------|---|
| NFR-4 | <b>Performance</b>  | Making essential processes simpler by allowing the customers to mention their queries in natural language. This also improves customer service satisfaction |
| NFR-5 | <b>Availability</b> | Chatbots provide instant answers throughout a day, subsequently reducing human work load and increasing the number of satisfied customers                   |
| NFR-6 | <b>Scalability</b>  | Extending functionality and features of the system on a regular basis based on customer feedback.   |