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

Date	12-10-2022
Team ID	PNT2022TMID28677
Project Name	AI Based Discourse for Banking Industry
Maximum Marks	4 Marks

Functional Requirements:

FR No.	Functional Requirement (Epic)	Sub Requirement (Story / Sub-Task)
FR-1	**General Queries Related Actions**	• Working days of Bank • CIBIL Score • Nearby Branches • Total Branches • Currency conversion feature • General compliance of issues • Storage locker Facility
FR-2	**Current Account Related Actions**	• Type of Company • Current Account Closure Steps • Update GSTIN • Zero Balance Current Account
FR-3	**Loan Account Related Actions**	• Type of Loan • Background check • Allotted amount • Status of the loan • Joint Loan
FR-4	**Savings Account Related Actions**	• Minimum balance • Debit Card • Credit card • Account passbook • Amount status

FR-5	**Net Banking Related Actions**	• Login Steps • Change Net Banking Password • Daily Limit • Types of Fund Transfer • Add Beneficiary

Non-functional Requirements:

NFR No.	Non-Functional Requirement	Description
NFR-1	**Usability**	AI-powered chatbots should be able to respond to any general banking questions like opening an account, getting a loan, utilising net banking, and other services. It quickly and efficiently responds to consumer questions while being economical.
NFR-2	**Security**	The AI Chatbot maintains a private dialogue with clients. The user and the bank can communicate personally and effectively through the chatbot.
NFR-3	**Reliability**	In order to immediately deliver the best service, chatbots are expertly trained using AI to offer answers to the most popular and frequently requested inquiries. Thus, the end-user experience provided by AI Chatbots is trustworthy and reliable.
NFR-4	**Performance**	The workload limitations of humans can be addressed with the help of AI chatbots. A single chatbot may ask many people at different times in different scenarios. The users of these chatbots don't have to wait because they operate instantly. In-person interaction with clients will be quicker, simpler, and more effective as a result.
NFR-5	**Availability**	AI Chatbots provide 24/7 service to clear all customer queries and guide them through all the banking processes. It is available to anyone with access to the internet with basic hardware.

NFR-6	**Scalability**	AI chatbots are assisting the banking sector in scaling their customer care while also enhancing client happiness. It can be adjusted to the bank's specifications to include responses to inquiries about any new feature or service the bank introduces.