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

Date	16 October 2022
Team ID	PNT2022TMID41030
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	Complex dialogue	The best chatbots have advanced conversation features and can proactively search for information and ask clarifying questions even if the conversation is not linear.
FR-4	Flexible data connections	The chatbot can capture, read and process large amounts of data to gain insights from relevant data and to quickly solve customer problems.
FR-5	Multi-channel capabilit	For a seamless experience, it is also useful if data and context can be stored over several channels. If a customer shares his order, email address or other information with the bot, it can use this input for further actions on other channels. Moreover, it should be possible to pass on all to a live agent if necessary.
FR-6	Fast onboarding	Even if chatbots often build on multi-layered and technologically complex software, this does not mean that getting started should be an equally complex process. It's definitely an advantage if a chatbot can be launched quickly. "Plug & Talk" solutions that make a chatbot ready to go in 2-4 weeks are therefore very beneficial for companies.
FR-7	Easy handling	Well-designed user interfaces and experiences (UI / UX), both on the company and customer side, are essential. In addition, the chatbot software has to be able to handle the huge amount of data without any problems and GDPR settings have to be taken into account. Being able to manage and handle a chatbot and its content easily can make all the difference!
FR-8	Ongoing optimization	Every single customer interaction represents a way of learning for artificial intelligence (AI). Therefore, a chatbot software should continuously expand its own knowledge base by analyzing conversations.
FR-9	Analytics & reporting	Choose a chatbot provider that provides in-depth chatbot analytics and analysis of customer information, responses and requests, and gives you the information you need to tailor your products and services to your customers' expectations

Non-functional Requirements:

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

FR No.	Non-Functional Requirement	Description
NFR-1	**Usability**	It doesn't specify parts of the system functionality, only how that functionality is to be perceived by the user, for instance how easy it must be to learn and how efficient it must be for carrying out user tasks.
NFR-2	**Security**	A set of specifications that describe the system's operation capabilities and constraints and attempt to improve its functionality.
NFR-3	**Reliability**	The extent to which the software system consistently performs the specified functions without failure.
NFR-4	**Performance**	Performance defines how fast a software system or a particular piece of it responds to certain users' actions under a certain workload. In most cases, this metric explains how long a user must wait before the target operation happens (the page renders, a transaction is processed, etc.) given the overall number of users at the moment. But it's not always like that. Performance requirements may describe background processes invisible to users, e.g. backup. But let's focus on user-centric performance.
NFR-5	**Availability**	Dynamically available and accessible in smart devices.
NFR-6	**Scalability**	Scalability assesses the highest workloads under which the system will still meet the performance requirements. There are two ways to enable your system scale as the workloads get higher: horizontal and vertical scaling.