Project Design Phase-II

Solution Requirements (Functional & Non-functional)

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| Date | 17 oct 2022 |
| Team ID | PNT2022TMID40643 |
| Project Name | Project- AI BASED ON DISCOURSE FOR BANKING INDUSTRY |
| Maximum Marks | 4 Marks |

# Functional Requirements:

Following are the functional requirements of the proposed solution.

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| **FR No.** | **Functional Requirement (Epic)** | **Sub Requirement (Story / Sub-Task)** |
| FR-1 | Saving Account Related Action | Types of saving account creation Details.  Interest Rate.  Minimum Balance |
| FR-2 | Current Account Related Action | Types of company.  Update GSTIN.  Zero Balance Current Account.  Current Account closure Steps. |
| FR-3 | General Queries Related Actions | Bank Working Days .  List of Branches.  Storage Locker Facility.  CIBIL  Find a nearest branch  Currency Conversion Facility |
| FR-4 | Loan Account Related Actions | Types of Loan.  How Long for Approval.  Available Loan Amount.  Loan Status.  Joint Loan |
| FR-5 | Net Banking Related Actions | Login Steps.  Change Net Banking Password.  Daily Limit.  Types of fund Transfer.  Add Beneficiary |

# Non-functional Requirements:

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

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| **FR No.** | **Non-Functional Requirement** | **Description** |
| NFR-1 | **Usability** | Chatbots Developed using AI Should be able to answer any general banking queries an Account Creation, Loan, Net Banking, Other Services etc.…It’s Effectively in a cost efficient manner. |
| NFR-2 | **Security** | The AI Chatbot maintains a confidential Conversation with customers. Chatbot Will provided personal and efficient communication between user and bank. |
| NFR-3 | **Reliability** | Chatbot are trained very well using AI to provide solution for the popular and frequently asked question, there by providing the best suited services quickly. |
| NFR-4 | **Performance** | AI Chatbots are Great way to overcome the limitation of workload of humans. There can be multiple Instances of a single Chatbot inquiring different people at the same time. This Ensures faster, Easier and more efficient face-time with Customers. |
| NFR-5 | **Availability** | AI chatbots provide 24/7 services to clear all customer queries and guide them through all the banking processes. It’s Available to any one with access to the internet with basic Hardware. |
| NFR-6 | **Scalability** | AI chatbots are helping Banking Industry to scale their customer service and to improve customer service satisfaction at the same time. |