Project Design Phase-II

Solution Requirements (Functional & Non-functional)

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| Date | 14 October 2022 |
| Team ID | PNT2022TMID40660 |
| Project Name | Project – AI BASED 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 | **Savings Account Released Actions** | * Type of Savings Account Creation Details * Minimum Balance * Interest Rate * Debit Card |
| FR-2 | **Current Account Released Actions** | * Type of Company * Current Account Closure Steps * Update GSTIN |
| FR-3 | **Loan Account Related Actions** | * Type of Loan * How long for approval * Available loan Amounts * Loan Status |
| FR-4 | **General Queries Related Actions** | * Bank Working Days * List of Braches * CIBIL * Find a nearest branch |
| FR-5 | **Net Banking Released Actions** | * Login Steps * Changes Net Banking Password * Daily Limit * Add Beneficiary |

# Non-functional Requirements:

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| **FR No.** | **Non-Functional Requirement** | **Description** |
| NFR-1 | **Usability** | Chatbots developed using AI should be able to answer any general account banking queries on account creation, loan, net banking, other services etc. |
| NFR-2 | **Security** | The AI Chatbot maintains a confidential conversion with customers. Chatbot will provide personal and efficient communication between the user and the bank. |
| NFR-3 | **Reliability** | Chatbots are trained very well using AI to provide solutions for the popular and frequency asked questions, thereby providing the best suited service quickly. |
| NFR-4 | **Performance** | AI chatbots are a great way to overcome the limitation of workload of humans. There can be multiple instances of a single chatbot liquiring different people at the same time. This easier, faster and more efficient face-time with customer. Such chatbots work in real time with no need for the customers wait |
| NFR-5 | **Availability** | AI Chatbots provide 24/7 service to clear all customer queries and guide them through all the banking processes. |
| NFR-6 | **Scalability** | AI Chatbots are helping banking industry to scale their customer service and to improve customer service satisfaction at the same time. It can be scaled per the requirements of the bank to include answers to queries any new features or service introduced by the bank. |