

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

Date	01 November 2022
Team ID	PNT2022TMID48001
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.	Non-Functional Requirement	Description
NFR-1	Usability	<ul style="list-style-type: none">• Answering user queries• GUI friendly
NFR-2	Security	<ul style="list-style-type: none">• Encryption• Prevent unauthorized access• Provide details only with respect to their account• No human intervention hence better security.• Protect sensitive data access from illegal users
FR No.	Functional Requirement (Epic)	Sub Requirement (Story / Sub-Task)
FR-1	Greetings	<ul style="list-style-type: none">• To introduce the functions of the bot with a pop-up message that greets the user and gives instructions.
FR-2	Account creation	<ul style="list-style-type: none">• Explain about how to create a bank account: documents required, procedure etc.
FR-3	Support Provided	<ul style="list-style-type: none">• FAQ's• Queries related to net banking loan Savings account creation Checking balance of the account
FR-4	Feedback	<ul style="list-style-type: none">• To improve quality of the bot• A separate form to collect feedback from customers

Non-functional Requirements:

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

NFR-3	Reliability	<ul style="list-style-type: none">• 24X7 access• More accurate• Fast response• Availability
NFR-4	Performance	<ul style="list-style-type: none">• Accuracy• Personalized• Instant response
NFR-5	Availability	<ul style="list-style-type: none">• Available around the clock• Functions even during holidays
NFR-6	Scalability	<ul style="list-style-type: none">• To help business growth and scale with ease and best in terms of profit.• IBM Watson Assistant also produces quick and accurate responses and meets customer's expectations.• It introduces deep and broad perspectives in the bank's global features.