

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

Date	07 NOVEMBER 2022
Team ID	PNT2022TMID45515
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	<ul style="list-style-type: none">• Registration through Form• Registration through Gmail• Registration through LinkedIn
FR-2	User Confirmation	<ul style="list-style-type: none">• Confirmation via Email• Confirmation via OTP
FR-3	User Login	<ul style="list-style-type: none">• Validation of Login ID and Password.
FR-4	Query Support	<ul style="list-style-type: none">• AI chatbot for supporting guidelines.
FR-5	Existing user Support	<ul style="list-style-type: none">• Change of ownership• Mistakes Correction Query support• Bank Card (Debit and Credit)• Shift in Branches• Account Freeze action and Security services.• Changes made confirmation through mail or OTP.
FR-6	Loan Related Service	<ul style="list-style-type: none">• Types of Loan Details.• Interest and Benefit Schemes.• Instant Details of Loan status.• Verification of User Identity
FR-7	Online Banking Support	<ul style="list-style-type: none">• UPI linkage to account.• Security Services in unauthorized UPI linkage.• Account Balance Check• Instant Money transfer Action.• Message when Money transaction.• Account Freeze action.

Non-functional Requirements:

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

FR No.	Non-Functional Requirement	Description
NFR-1	Usability	Customer can access chatbot more efficiently and in a simpler way. Multilanguage functionality is supported. Top chat topics are displayed for easy access.
NFR-2	Security	Customer can have utmost security of their information. The details are stored in cloud where the bank employee have total control in accessing valuable information. Customers also get a mail if requested for a confidential information.
NFR-3	Reliability	If the criteria or the topic which customer expects is not met via chatbot, bank employee will be able to provide details for that issue within a short span of time.
NFR-4	Performance	Chatbot can provide consistency and frequent updating of queries are made without any loss in information.
NFR-5	Availability	It is available 24x7 and the progress is not lost, even if the servers go down. Cloud storage ensures that data is protected and can be retrieved whenever needed.
NFR-6	Scalability	New user interfaces are made in the chatbot for good customer experience. It can support wide range of users queries and provide instant responses. The queries of more than 1000 people can be answered using the chatbot.