# Project Design Phase-II

**Solution Requirements (Functional & Non-functional)**

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| Date | 03 October 2022 |
| Team ID | PNT2022TMID25247 |
| Project Name | 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 | UI Design | As a user, I will view all icons,button,content |
| FR-2 | Whatsapp integration | If a user use for this chatbot through this whatapp |
| FR-3 | Text to speech | If a customer poor internet get so add phone integrate from chatbot. |
| FR-4 | messenger integration | If a user use for this chatbot through this messanger |

## 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** | The human work will reduce for chatbot becomes. So It is also to improve customer experience, financial companies are using chatbot to automate the majority of their duties, including addressing client complaints,  responding to inquiries and resolve the problem. |
| NFR-2 | **Security** | The most important part of banking is the security and privacy of customer data. We must make sure that only your bank may access the information collected from customers. The customer data will stored in encrypted format in database. We can use simple  encryption algorithm |
| NFR-3 | **Reliability** | The most important part of banking is the security and privacy of customer data. We must make sure that only your bank may access the information collected  from customers. |
| NFR-4 | **Performance** | The chatbot's speed should be quicker than the time it would take a human to write the response. |
| NFR-5 | **Availability** | Anytime and anywhere of the day or night, they should be on call and prepared to respond to queries. |
| NFR-6 | **Scalability** | The chatbot can easy to add extra quires corresponding answer any time easy to customized  using ibm Watson service. |