

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

Date	03 October 2022
Team ID	PNT2022TMID35481
Project Name	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	Registration through Form Registration through Gmail Registration through LinkedIn
FR-2	User Confirmation	Confirmation via Email Confirmation via OTP
FR-3	User Requirements	Provide the information regarding users account details such as account number, Name, CIF number
FR-4	Business Requirements	i)Used to conduct an on-line chat conversation via text or text-to-speech, in lieu of providing direct contact with a live human agent. ii) an avatar (more or less realistic) that simulates the face (and sometimes the body) of an agent. It can express emotions related to the conversation (more or less)
FR-5	User Authentication	Challenges the user to validate credentials (for example, through Passwords, Facial Recognition etc.)
FR-6	Languages of client	Client's can able to choose their preferable languages
FR-7	Confidentiality and Security	The data exchanged and in particular the conversations between users and the chatbot. For highly confidential critical situations, it may be necessary to ensure that there is no leakage of information through a code audit or certification.

Non-functional Requirements:

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

FR No.	Non-Functional Requirement	Description
NFR-1	Usability	These requirements focus on the appearance of the user interface and how people interact with it. They should describe colors, screen size, button size, etc.
NFR-2	Security	To protect sensitive data & secure databases to store clients records.
NFR-3	Reliability	has the ability to perform the promised service dependably and accurately
NFR-4	Performance	Effective utilisation of data, unnecessary data removed, error detection and correction can be easily done
NFR-5	Availability	Analysis service provided various regions and at any time(24/7).
NFR-6	Scalability	Get in touch with boost AI to learn more about how chatbots for customer service can improve customer service outcomes and reduce costs.