PROJECT DESIGN PHASE-II

# DATA FLOW DIAGRAM & USER STORIES

| Date	11 October 2022
Team ID	PNT2022TMID16498
Project Name	Project – AI BASED DISCOURSE FOR BANKING INDUSTRY
Maximum Marks	4 Marks

Data Flow Diagrams:

 The classic visual representation of how information moves through a system is a data flow diagram (DFD). A tidy and understandable DFD can graphically represent the appropriate quantity of the system demand. It demonstrates how information enters and exits the system, what modifies the data, and where information is kept.

Simplified:
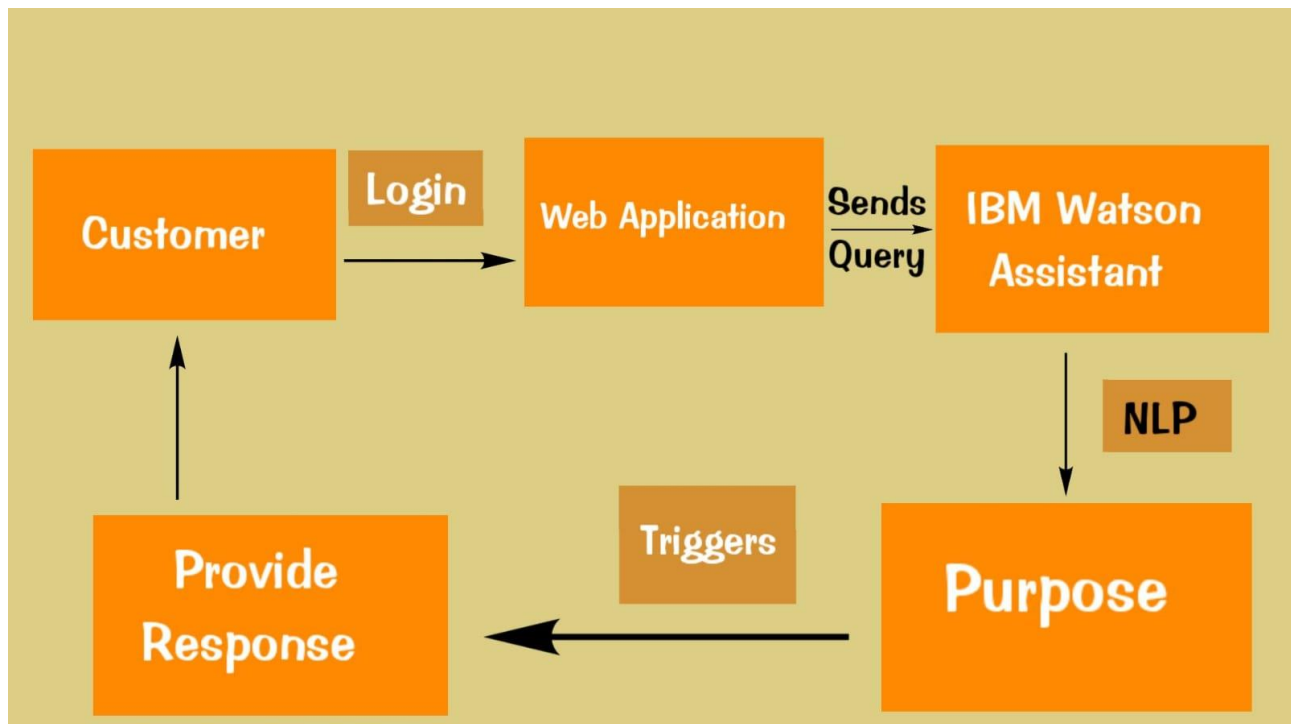
DFD – Industry standard
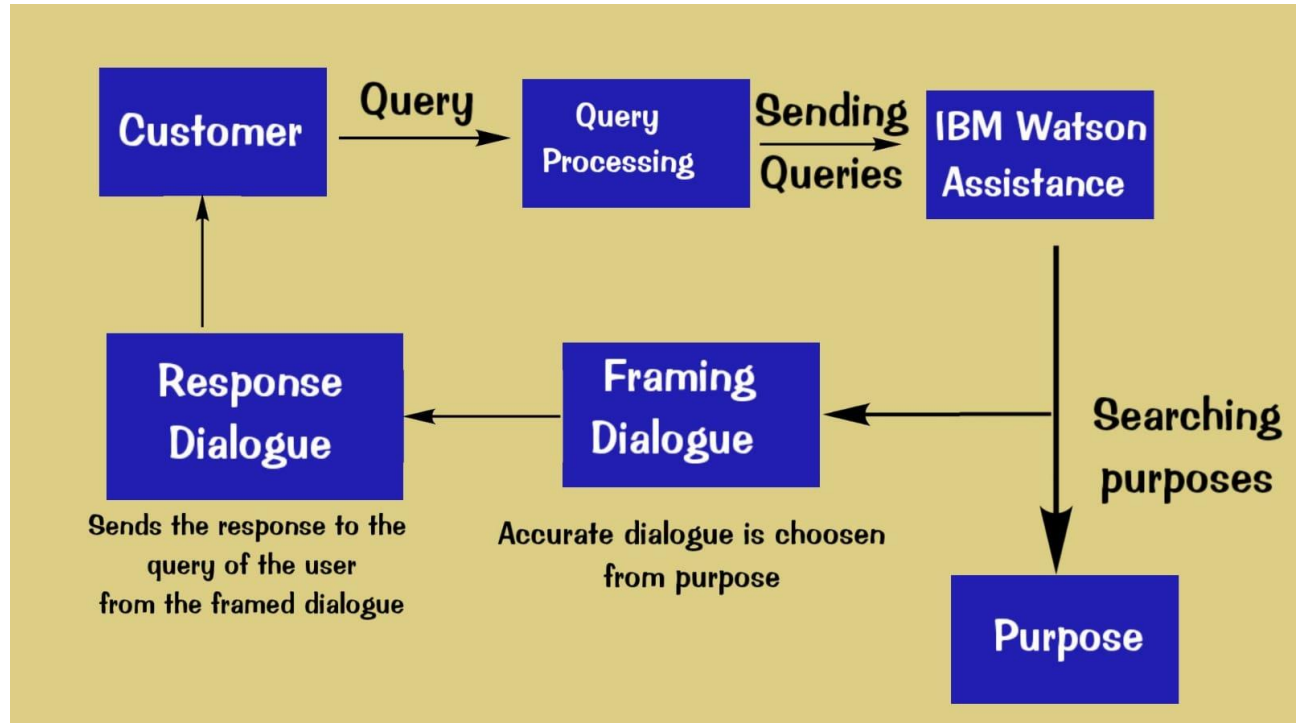
User Stories:

User type	Functional Requirement (Epic)	User story Number	User Story / Task	Acceptance Criteria	Priority	Release
Customer (Web User)	Introduction Greeting	USN-1	I will begin by presenting myself to the bot as a user, and the bot will then introduce itself.	Introduction phase	High	Sprint 1
	Displaying Query list	USN-2	I can see the Bot's list of displayed queries as a user. I can ask my query manually if it's not included in the list.	Now that the bot is aware of what users want, they can input an answer that is not on the list if necessary.	High	Sprint 1

	Choosing the query	USN-3	I have the choice of selecting a question from the bot's list of options or entering my own.	Query selection	High	Sprint 1
	Loan query	USN-4	All of my loan-related questions, such as the list of available loan programmes, loans for business, loans for education, and loan amounts for each programme, can be asked and answered here.	I will get solution for my queries related to loan	Medium	Sprint 2
	Net Banking query	USN-5	You can ask and get answers to all of your loan-related questions here, including ones on the list of available loan programmes, loans for businesses, loans for education, and loan levels for each programme.	I will get solution for my queries related to NetBanking instantly instead of going through the FAQ section	Medium	Sprint 2
	Bank Account Creation	USN-6	I can open a bank account as a user by following the instructions the bot provides. The bot will outline how to open a bank account step-by-step.	I can create a Bank account	Medium	Sprint 3

	End Greeting	USN-7	As a user, I will be happy with the solution, and the Bot will thank me at the conclusion, giving me the impression that I am speaking with a real person.	I can end the conversation with a sweet greeting, feeling that I have conversed with the real Human.	Medium	Sprint 3
	Response	USN-8	I want the response as soon as possible as a user so that I don't have to slog through FAQs or browse the full website on my own.	I will be able to get quick response without wandering through FAQ	Medium	Sprint 2
	User Friendly user experience	USN-9	As a user, I want to have the impression that I'm speaking to a real person, so I need to have a positive user experience.	I will feel as chatting with a real human	Medium	Sprint 3
Bank Staff	Solving queries which can't be solved by Chatbot	USN-10	If a bot cannot answer my question, I will speak with a bank employee directly. I (user) will be directed by the bot to Bank employees	I don't need to depend only on Bot, It will direct the user to the Bank staff whenever needed	Medium	Sprint 3