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

Date	03 October 2022
Team ID	PNT2022TMID35525
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	Greetings	• To introduce the functions of the bot with a pop-up message that greets the user and gives instructions.
FR-2	Account creation	• Explain about how to create a bank account: documents required, procedure etc.
FR-3	Support Provided	• FAQ's • Queries related to net banking loan Savings account creation Checking balance of the account
FR-4	Feedback	• 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.

FR No.	Non-Functional Requirement	Description
NFR-1	**Usability**	• Answering user queries • GUI friendly
NFR-2	**Security**	• 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

NFR-3	**Reliability**	• 24X7 access • More accurate • Fast response • Availability
NFR-4	**Performance**	• Accuracy • Personalized • Instant response
NFR-5	**Availability**	• Available around the clock • Functions even during holidays
NFR-6	**Scalability**	• 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.