**Project Design Phase-II**

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

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| --- | --- |
| Date | 31 January 2025 |
| Team ID | LTVIP2025TMID35138 |
| Project Name | Citizen AI – Intelligent Citizen Engagement Platform |
| 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 | Smart Scheme Discovery | User interacts with chatbot to ask about schemes in natural language |
|  |  | Chatbot fetches relevant schemes based on user profile (age, state, income) |
| FR-2 | Multilingual Chat Support | Chatbot accepts queries in regional languages (e.g., Hindi, Telugu) |
|  |  | Responses are generated in the user’s preferred language |
| FR-3 | User Authentication | User registration via email and password |
|  |  | Social sign-in options (Gmail, LinkedIn) |
|  |  | OTP or email verification for account confirmation |
| FR-4 | Personalized Scheme Dashboard | User views saved schemes, recommendations, and eligibility filters |
|  |  | User can search, sort, and filter schemes |
| FR-5 | Document Upload & Analysis | Upload documents (e.g., income proof or PDFs) |
|  |  | Use NLP to summarize or extract key info from uploaded documents |
| FR-6 | Admin Analytics Panel | Admin reviews chatbot logs, usage trends, and feedback |
|  |  | Admin can manage user reports and update scheme datasets |

**Non-functional Requirements:**

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

| **NFR No.** | **Non-Functional Requirement** | **Description** |
| --- | --- | --- |
| NFR-1 | Usability | Clean UI with intuitive chatbot interface, minimal learning curve for first-time users |
| NFR-2 | Security | OAuth login support (Google, LinkedIn), secure APIs with token-based access, and data encryption |
| NFR-3 | Reliability | Application handles API errors, model failures, and invalid input gracefully without crashing |
| NFR-4 | Performance | AI responses returned within 2–3 seconds; optimized for low-latency interaction |
| NFR-5 | Availability | 99% uptime through cloud deployment, accessible 24/7 for urban and rural users |
| NFR-6 | Scalability | Modular architecture supports expansion to more languages, regions, and departments |