

Citizen AI Chatbot - Solution Requirements

Date	26 June 2025
Team ID	LTVIP2025TMID32134
Project Name	Citizen AI Chatbot
Maximum Marks	4 Marks

Functional Requirements

FR No.	Functional Requirement (Epic)	Sub Requirement (Story / Sub-Task)
FR-1	Query Processing	Handle English language queries
		Handle Hindi language queries
		Provide document checklists for services
FR-2	Sentiment Analysis	Detect positive/neutral/negative sentiment
		Flag urgent complaints for human review
FR-3	Admin Dashboard	Display real-time query analytics
		Generate weekly sentiment reports

Non-functional Requirements

NFR No.	Non-Functional Requirement	Description
NFR-1	Usability	95% of citizens can use without training
NFR-2	Security	HIPAA-compliant data encryption
NFR-3	Reliability	99.5% uptime during business hours
NFR-4	Performance	<2 second response time for 90% of queries
NFR-5	Availability	24/7 operational with maintenance windows
NFR-6	Scalability	Support 1M+ monthly queries with auto-scaling

[End of template - No additional sections or modifications]

**Key:**

- **FRs** cover what the system does
- **NFRs** define how well it performs
- All requirements measurable and testable