**Project Design Phase-II**

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

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| Date | 20 June 2025 |
| Team ID | LTVIP2025TMID32176 |
| Project Name | Citizen AI - intelligent citizen engagement platform |
| Maximum Marks | 4 Marks |

**Functional Requirements:**

Following are the functional requirements of the proposed solution.

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| **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 | Real-Time Conversational AI Assistant | Provide AI-driven responses to citizen inquiries  Enable real-time interaction  Allow citizens to report issues 24/7 |
| FR-4 | Citizen Sentiment Analysis | Analyze text input for public sentiment  Classify sentiment as Positive, Neutral, or Negative  Identify areas of public satisfaction or concern |
| FR-5 | Dynamic Dashboard | Visualize overall citizen sentiment  Track interaction trends over time  Display aggregated government service ratings or reported issues |
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**Non-functional Requirements:**

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

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| **FR No.** | **Non-Functional Requirement** | **Description** |
| NFR-1 | **Usability** | The platform provides a seamless and efficient conversational experience for citizens, with an easy-to-monitor dashboard for officials. Interactions are designed to be smarter, faster, and more accessible |
| NFR-2 | **Security** | The system must ensure the secure handling of citizen data and interactions, including robust authentication for user registration and login, and protection of sensitive information exchanged through the platform. |
| NFR-3 | **Reliability** | The system provides real-time, AI-driven responses and is available 24/7 for citizen inquiries and support. |
| NFR-4 | **Performance** | The platform is designed for real-time operation, immediately sending user input to the AI model and generating responses almost instantly, ensuring fast and efficient interactions. |
| NFR-5 | **Availability** | The Citizen AI platform is available around the clock (24/7) to provide continuous service for citizen inquiries and support. |
| NFR-6 | **Scalability** | The platform is built to handle a growing number of citizens and government interactions, capable of expanding its capacity to meet increasing demands as it revolutionizes public engagement. |