

**SOFTWARE REQUIREMENTS
SPECIFICATIONS DOCUMENT OF
BANKING BOT**

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1. Introduction

1.1 Need and Purpose

In present times, all major economic transactions have started taking place digitally. The major trends of modern digital transactions are substantiated by use of databases. These databases can be accessed by anyone with specific rights, and perform certain actions on it. The data update is done almost automatically and is much faster. The chatbots play a vital role in this process by reducing the work load of the human and also for the bank personnels.

Users in present days can access their accounts directly without going to a bank, making transfers, transactions and accessing cash directly without standing in long queues as was prevalent earlier using ATM machines. But however we adopt net banking nowadays these days and to customize this chatbots are been used.

On employee-side the data is much more organized and accessing and performing actions on user accounts is easier for them. Due to this the bank has better work efficiency and customer experience improves as well and both user and employers gets benefitted.

1.2 Intended Audience

This SRS would be used by the following persons :

Bank Customers : The customers would be able to use chat bots, if wanted to perform bank operations in interactive manner.

1.3 References

Internet Sources:

- [1] <https://recast.ai/docs/>
- [2] <https://recast.ai/blog/build-your-first-bot-with-recast-ai/>
- [3] <https://chatbotsmagazine.com/>
- [4] [http://www.ijettcs.org/Volume4Issue5\(2\)/IJETTCS-2015-10-09-16.pdf/](http://www.ijettcs.org/Volume4Issue5(2)/IJETTCS-2015-10-09-16.pdf/)

1.4 Overview of Document

The first section of SRS gives a brief introduction on Banking bot . This section also provides the reference information for further study, intended audience and need & purpose of the product.

The second section provides an overall description of the application, product features & functions, users and operating environment.

The third section is about the specific requirements like external interfaces, performance requirements, design constraints and additional comments.

The Appendix section has definitions of some notations used in the document.

2. Description

2.1 Features and Functions

Features

Banking bot can be used by customers depending on several bank transactions. It can be used by several customers of the bank at the same time with required rights. It can be accessed using any general web browser with graphical interface.

Our Product consists mainly of two parts i.e. the **Bank transaction** and the **FAQ**. The bank transactions would deal with the internal banking functions like transfer, adding a beneficiary, ministatement, balance. The FAQ would be for customer queries.

Both of them connect to a main database server for storing and retrieving the data of the customers.

Functions:

EWS requires employee login. It handles following

1. Login
2. Transactions
 - a. Adding a beneficiary
 - b. Fund transfer
 - c. Mini statement
 - d. Balance

2.2 Users classes and Characteristics

Bank Customers : The customers would be able to use chat bots, if wanted to perform bank operations in interactive manner.

2.3 Operating Environment

It doesn't require any specification but a machine with proper internet connectivity is required.

3. Specific Requirements

3.1 Performance Requirements

Database can store details of up to about a Hundred Thousand accounts, but that can vary according to Bank's need, and would depend on data storage capacity of server and not on database. The chat bot can be integrated with the database and transactions can be made to be reflected on database after the completion of banking tasks.

The response time depends on size of database due to searching process, but still the response by server will be just the time to search, as it would be accessed from specific devices in the bank and there is no system for accessing it online.

3.2 Design Constraints

- Enhancements to the security features might lead to performance overhead.
- Central Server should be on-line round the clock.

Appendix A

The notations being used in the documents are mentioned below:

Banking bot- Name of the product being described by this document.

Transaction It is a part of transactions that allows performing banking functions for existing customers.

Transfer Money transfer function, for transferring money from one customer account in bank to other.