

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

Date	15 October 2022
Team ID	PNT2022TMID27784
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	Language Confirmation	Confirmation via dialog box
FR-2	User Confirmation	Confirmation via Email Confirmation via OTP
FR-3	Easy handling	Multi-lingual facilitates easy access for people with different regions without any problem
FR-4	Multi-channel capability	User can communicate to chatbot using different channel via website, mobileapp, etc.

Non-functional Requirements:

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

FR No.	Non-Functional Requirement	Description
NFR-1	Usability	People who are illiterate can access with ease .
NFR-2	Security	IBM employs robust security procedures to safeguard the data with which Watson interacts. This includes use of encryption and access control methodologies which allow us to code or move data to restrict access to authorized users and to de-identify and use data in accordance with applicable permissions
NFR-3	Reliability	If server crashes the system roll back in 24 hours
NFR-4	Performance	Time for change in language and searching query from the database 3-5 sec
NFR-5	Availability	Availability of Chat-bot 24/7 ,security, languages
NFR-6	Scalability	Infinite Scalability: One chat-bot can service nearly unlimited customers at the same time.