

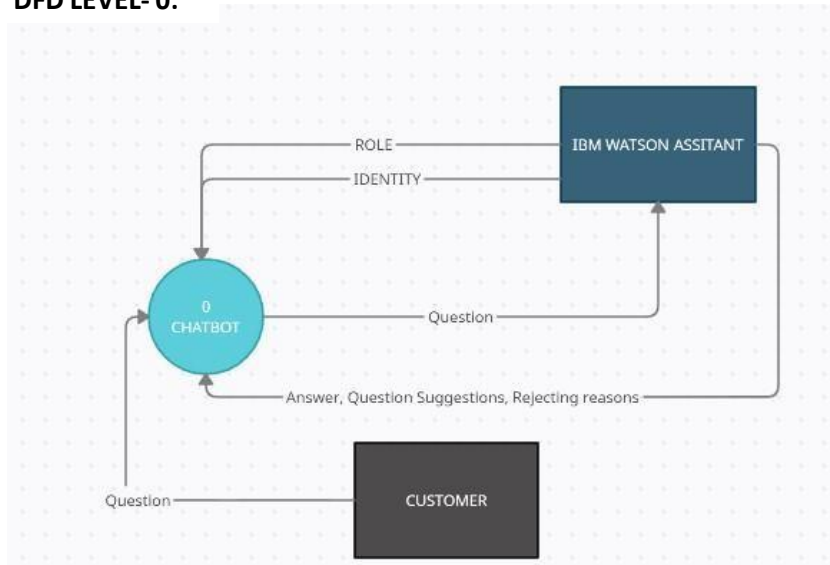
Project Design Phase-II

Data Flow Diagram & User Stories

Date	15 October 2022
Team ID	PNT2022TMID27784
Project Name	Project - AI based discourse for Banking Industry
Maximum Marks	4 Marks

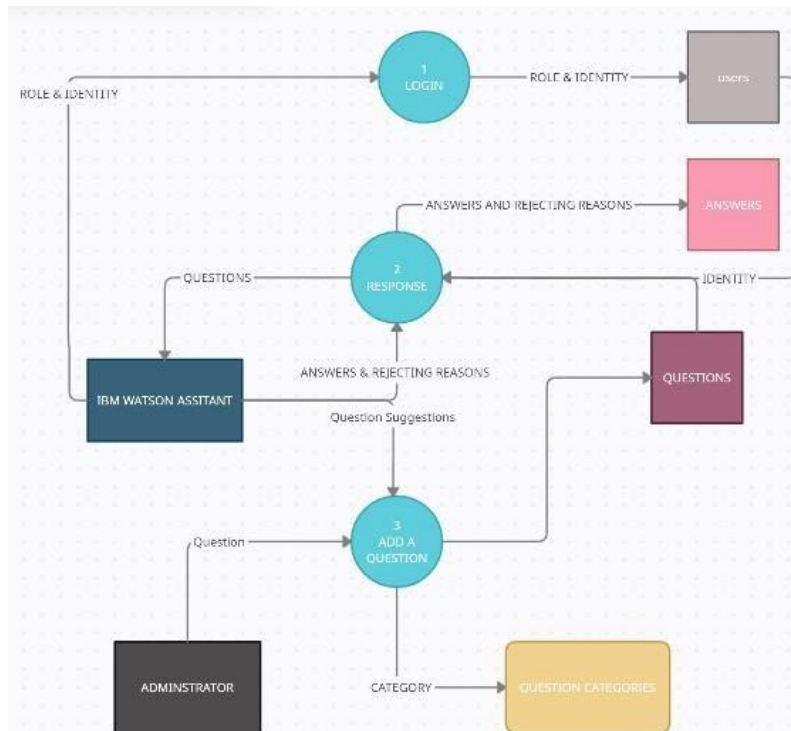
Data Flow Diagrams:

DFD LEVEL- 0:



1. The IBM Watson assistant has trained with identity, entities and roles and given to chatbot
2. The question in chatbot are given to IBM assistant
3. The suggestions, answers, reasons for the questions are given by assistant
4. Customers are the one who give the question

DFD LEVEL- 1



1. there are two actors in the Chatbot system: a IBM Watson Assistant and an administrator. The IBM Watson Assistant is tasked to provide questions and answers to the system as explained previously.
2. Meanwhile, the administrator's responsibility is to provide initial questions.
3. In the DFD level 1, the Chat-bot system is detailed to three subprocesses: (1) provide role and identity, (2) response to a question, and (3) add a question.
4. The first and second subprocesses belong exclusively to the IBM watson assistant, while the third process is shared between the IBM watson assistant and the administrator.
5. The first subprocess stores the role and identity of the IBM watson assistant and stores them in the users' table.
6. The second subprocess handles the process where the IBM watson assistant answer or reject the question.
7. Whether it is an answer or a rejecting reason, the data is stored in the answer table flagged with different statuses.
8. The third sub-process is responsible to receive question input from both the IBM watson assistant and administrator in different cases: input question suggestion for the IBM watson assistant and add initial questions for the administrator.
9. This subprocess takes a question as an input and store the question and question category in their respective table.
10. The question category explains whether the question is provided by the IBM watson assistant or the administrator.

User Stories:

User Type	Functional Requirement (Epic)	User Story Number	User Story / Task	Acceptance criteria	Priority	Release
Customer (Mobile or Web user)	Savings Account Related Actions	USN-1	As a user, in the Savings Account option, I can select Types of Savings Account to get details regarding documents required for creating that savings account.	I can clear my queries regarding types of savings account	High	Sprint-1
		USN-2	As a user, I can check the Interest Rates of Savings Account	I can clear my queries regarding interest rates of savings account	High	Sprint-1
		USN-3	As a user, I can check the Minimum Balance of Savings Account	I can clear my queries regarding minimum balance of savings account	Medium	Sprint-2
	Current Account Related Actions	USN-4	As a user, I can choose the Type of Company to know the information on documents to be submitted for creating current account	I can clear my queries regarding types of companies	High	Sprint-1
		USN-5	As a user, I want to get details on procedure to close my Current Account	I can clear my queries regarding current account closure	High	Sprint-2
	Loan Account Related Actions	USN-6	As a user, I can choose the Type of Loans to know the information on choosing an essential loan scheme	I can clear my queries regarding types of loan account	High	Sprint-1
		USN-7	As a user, I can check the Loan Amounts that can be offered for corresponding Loan Accounts chosen	I can clear my queries regarding loan amounts of loan account	High	Sprint-2
		USN-8	As a user, I can check the Status of Loan for my Loan Accounts	I can clear my queries regarding loan status of loan account	Low	Sprint-2
	General Queries Related Actions	USN-9	As a user, I want to get the procedure details for Currency Conversion facility of my bank account	I can clear my queries regarding currency conversion facilities of bank account	Low	Sprint-1
		USN-10	As a user, I want to check my CIBIL score for my loan application and to ensure whether my loan application is approved by the bank.	I can clear my queries regarding CIBIL score of loan application	Medium	Sprint 3
		USN-11	As a user, I want to get the procedure details for maintaining Storage Locker facility of my bank account	I can clear my queries regarding storage locker facilities of bank account	High	Sprint-3

User Type	Functional Requirement (Epic)	User Story Number	User Story / Task	Acceptance criteria	Priority	Release
	Net Banking Related Actions	USN-12	As a user, I want to get the procedure details for changing the Net Banking password of my bank account	I can clear my queries regarding change of net banking password	Medium	Sprint-2
		USN-13	As a user, I can select types of fund transfers to get details regarding different services available in net banking	I can clear my queries regarding types of fund transfers in net banking	High	Sprint-3
		USN-14	As a user, I want to get the procedure details for adding beneficiaries to my net banking account.	I can clear my queries regarding adding beneficiaries in net banking	Low	Sprint-3
Administrator		USN-15	As an admin, I can change responses to queries and modify them as and when needed.	I can modify responses of the chatbot	Medium	Sprint-1
		USN-16	As an admin, I can added more options to queries and add new options as new features get added.	I can add more options and queries into the chatbot	Medium	Sprint-1