

Screen Design

1. Login Screen

This is the initial screen displayed when the system is launched

Welcome to Customer Self-service System

*User Name:

*Password :

Submit

Clear

1. Login_Section

The user is Customer of the bank and has the Username and Password issued by the bank. These need to be validated before providing access to the Customer self-service System.

Validations

Validate the Username and Password against the Customer table.

Processing

- If the Username and Password combination is valid,
Direct the user to “Customer Service” screen
- If “clear” is clicked, refresh the values in username and password fields.

2. Customer Service

This is the main menu of customer self-service module.

Customer Service Menu

Welcome xxxxxx

My Profile

Signout

Change Password

Make a Service Request

View Request status

Processing

- a) If “My Profile” clicked, display the “My Profile Details” page.
- b) If “View statement” is clicked, display the “My Accounts” screen.
- c) If “Make a request” is clicked, display the “Make a Request” screen.
- d) If “View Request Status” is clicked, display the “View Request status” screen.
- e) If sign out is selected, return to the Login page.

2. My Profile

This screen allows the user to view and maintain his profile.

My Profile Details		Welcome xxxxxxxxxxxx
Name:	XXXX	
User Name:	XXXX	
DOB:	DD/MM/YYYY	
Phone No:	XXXXXX	
*Address:	<input type="text"/>	
*City:	<input type="text"/>	
*Pin code:	<input type="text"/>	
*Country:	<input type="text"/>	
Pan No:	XXXXXX	
E-Mail:	<input type="text"/>	
<input type="button" value="Submit"/>		<input type="button" value="Back"/>

Processing

- If “submit” is clicked, modify the customer profile in customer table.
- If “Back” is selected, display the “Customer Service” screen.

3. My Accounts

This screen displays the list of accounts owned by the customer.

My Accounts

Welcome XXXXXXXXXXXX

Account Number	Account type	Account Balance	Average Balance
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Back

Processing

- When account number is clicked, display the account statement.
- On click of “Back”, display the “Customer Service Menu”.

4. Account Statement

Account Statement

Account number : xxxxxxxxxxxx

Date	Description	Credit/Debit Amount	Closing Balance
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Back

Processing

- Display the statement in the reverse chronological order (ie. Latest transaction should be shown on top).
- On click of “Back”, display the “My Accounts” screen.

Challenge : Display 10 transactions per screen. Provide Previous and Next buttons to browse through the transactions.

5. Service Request

Service Request

Request a new Cheque book

Report Lost/Stolen Card

Post a Query

Processing

Based on the option selected, direct the user to the respective page

6. Cheque Book Request

Customer can request for a new cheque book using this screen.

Cheque Book Request

Name:

XXXXXXXXXXXXXXXXXX

***Account No:**

***No of Cheque Leaves**

20 ☐ 50 ☐ 100 ☐

Submit

Back

Processing

- The account number field should display only CASA accounts (Current Accounts and Savings Accounts).
- On click of “Submit” store the details in customer service request table with CSR_type = 1 (Cheque Book Request).
- On click of “Back”, display the “Service Request” screen.

7. Report Lost / stolen card

Customer can report lost or stolen debit card using this screen.

Report Lost / Stolen Debit Card

Name:	XXXXXXXXXXXXXXXXXX
*Account No:	<input type="text"/>
* Lost / Stolen on :	<input type="text"/>
	<input type="button" value="Submit"/> <input type="button" value="Back"/>

Processing

- The account number field should display only CASA accounts (Current Accounts and Savings Accounts).
- On click of “Submit” store the details in customer service request table with CSR_type = 3 (Lost / Stolen debit card).
- On click of “Back”, display the “Service Request” screen.

8. Query Request

This screen is used by customers to post queries to bank.

Enter Query Request

Name: **XXXXXXXXXXXXXXXXXX**

*Query:

Processing

- On click of “Submit” store the details in customer service request table with CSR_type = 7 (Query Request).
- On click of “Back”, display the “Customer Service”.

9. View Request Status

This screen allows the customer to see the status of his/her service requests and responses to his/her queries.

View Request Status

Name: xxxxxxxxxxxxxxxxxxxx

Request type :

Request Date	Request type	Request detail	Response	Status
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Processing

- If request type is selected, display requests of the selected type. Else, display requests of all types.
- Display the requests in the reverse chronological order of the request date.
- If “Back” is selected, display the “Customer Service Menu” screen.