**Social Bank**

| **1** | **Name of the Project** | **Social Bank App** | |
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| ***2*** | **Problem Statement** | Social Bank connects play a very big role in digital marketing and reach to customers in promotion and direct to customer engagements today. Traditional banking platforms typically do not have a mechanism to connect to their consumers digitally on a personal level due to protocols and other rules and guidelines, so the need is to have a seamless integrated platform wherein it does not interfere with the Banks protocol, and customers are also connected. | |
| **3** | **Objective/ Vision** | Design a platform for easier interaction between banks and its customers. The platform should provide the options to customer for interacting with bank representatives based on his/her needs.  Apart from this interaction customers can raise complaints which can be sorted out by the employee.  FAQs are also available for simpler day to day queries | |
| **4** | **Users of the System** | All customers and bank employees | |
| **5.** | **Assumptions** | 1. Customers is registered with the bank already using mobile | |
| ***6*.** | **Functional Requirements** | 1. Customers should login and register with the platform. While registering, customer need to provide the following information, the mobile number and email for registering  2. Employees should login.  3. Customer can access the following services:   1. Chat or Call with bank representative 2. Raise complaint or issues 3. FAQs 4. Track Issues   4. Employee can access the following services:   1. Chat with customers 2. Updating the raised issues or complaints 3. FAQ updater   5. Bank Protocols should be followed  6. Employees cannot access personal data of customers such as account details. | |
| **7.** | **Non-functional requirements** | 1. App should be responsive to display consistently across multiple device screens. 2. The password should not be saved directly into the database (encryption method should be used) 3. UI should be user friendly 4. Notifications and animations for more interactive session | |
| **8.** | **Tools and Technologies to be used** | | 1. Frontend - Angular 2. Backend - Spring Boot 3. Database - mysql |
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Components of the Project

| Database Models | Description |
| --- | --- |
| **Customer** | CustomerId  CustomerEmail  CustomerMobile  CustomerName  CustomerAddress  CustomerPassword |
| **Employee** | EmployeeId  EmployeeEmail  EmployeeMobile  EmployeeName  EmployeeRole  EmployeePassword |
| **Complaint** | ComplaintId  ComplaintDesc  ComplaintStatus  ComplaintRaisedBy (CustomerId) |
| **FAQs** | FAQ Id  FAQ Q  FAQ Ans  FAQ Category |

| Services | Description |
| --- | --- |
| **Customer** | RegisterCustomer  UpdateCustomer  ValidateCustomer  GetDetails |
| **Employee** | UpdateEmployee  AddNewEmployee |
| **Complaint** | RegisterComplaint  TrackStatus  UpdateStatus  ViewComplaint |
| **FAQs** | AddNewFAQ  UpdateFAQ  ViewFAQ  DeleteFAQ |

| UI Components | Description |
| --- | --- |
| **Login** | Customer and Employee perform login using this component |
| **Signup** | Customer can sign up using this component |
| **Edit Profile** | Customers and employees can edit personal info such as name, mobile and password. |
|  |  |
| **CustomerDashboard** | Represents the available services to the customer |
| **Chat or Call Representative** | Allow customer to select the department and call or chat with the representative |
| **Raise Issue or Complaint** | Register new complaints for faster solution |
| **Track Status** | Track the complaints |
| **FAQs** | Show all the FAQ to the customer |
|  |  |
| **EmployeeDashboard** | Represent the services available to the employee |
| **Chat Component** | Allow employee to chat with customer |
| **View Complaints** | Show the list of all the complaints that are yet to be resolved as well as the those that are resolved |
| **Update Complaints** | Update the status of the complaint with remarks |
| **Add New FAQ** | Ask faq q and a to add to the database |
| **Update FAQ** | Update existing FAQ |
| **Delete FAQ** | Delete Existing FAQ |

| Other Suggestions |  |
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