**Project Proposal**

### Proposed Project Description

This project entails the development of a comprehensive database system tailored for an insurance company. The system is designed to efficiently manage and streamline various aspects of insurance operations, including policy management, payment processing, claim handling, and agent performance tracking. It will feature a user-friendly interface that caters to different user types, including policyholders, relationship managers, and administrative staff. The system will centralize and automate key functions such as policy enrolment, premium payments, claim submissions, and performance analytics. This modernized approach aims to enhance the customer experience, optimize agent productivity, and provide the company with valuable insights for strategic decision-making.

### List of System Users

1. \*\*Policyholders (Insurers)\*\*

2. \*\*Relationship Managers (Agents)\*\*

3. \*\*Administrative Staff\*\*

### Functionalities for Each User Type

#### Policyholders (Insurers)

1. Browse insurance products.
2. View and manage personal policies.
3. Make premium payments.
4. File insurance claims.
5. Submit feedback on services and products.
6. Update personal and contact information.

#### Relationship Managers (Agents)

1. Access and manage assigned policyholder details.
2. View and track personal commission statements.
3. Submit and manage claims on behalf of policyholders.
4. Monitor personal performance metrics and goals.
5. Access and provide policy details and product information.

#### Administrative Staff

1. Oversee policy and claim management.
2. Manage and track payments and financial transactions.
3. Access and analyze agent performance metrics.
4. Generate and send policy renewal reminders and notifications.
5. Handle customer feedback and service quality assessments.
6. Create and manage insurance product listings.

### List of Real-World Entities

1. \*\*Policies\*\*: Representing various insurance policies offered.

2. \*\*Payments\*\*: Tracking premium payments and other financial transactions.

3. \*\*Claims\*\*: Management of insurance claim submissions and processing.

4. \*\*Relationship Managers\*\*: Details about agents managing customer relationships.

5. \*\*Commission Statements\*\*: Records of commissions earned by agents.

6. \*\*Goals\*\*: Tracking and management of performance targets for agents.

7. \*\*Appointments\*\*: Scheduling and management of meetings between policyholders and agents.

8. \*\*Insurance Products\*\*: Catalog of various insurance products and services offered.

9. \*\*Customer Feedback\*\*: Collection and analysis of feedback from policyholders and customers.

10. \*\*Agent Performance Metrics\*\*: Evaluation and tracking of agents' performance and productivity.

11. \*\*Insurers\*\*

This system is envisioned to be a robust and dynamic solution, significantly enhancing the efficiency and effectiveness of the company's insurance operations.