1. Requirements Gathering & Design Flow

User Profiles

1. **Business Customer Admin**
    - Role: Submits SWIFT connection requests on behalf of their organization.
    - Needs: Track request status, upload compliance documents, and communicate with Company A.
2. **CRM User (Support Team)**
    - Role: Validates and processes SWIFT connection requests.
    - Needs: Access to customer data, document verification tools, and communication workflows.
3. **Compliance Officer**
    - Role: Approves/rejects requests based on regulatory checks.
    - Needs: Audit trails, document review, and risk assessment tools.
4. **System Admin**
    - Role: Manages user access and system configurations.
    - Needs: Role-based access control (RBAC) and system monitoring.

Requirements

Functional Requirements

- **Web Portal (Customer-Facing):**
    - User registration/login with email verification.
    - Dynamic SWIFT request form with validation (e.g., BIC codes, company details).
    - Document upload (PDF/PNG) for KYC/AML compliance.
    - Real-time request status dashboard with notifications.
    - Secure messaging to CRM team.
- **CRM Module (Internal):**
    - Dashboard with pending/approved/rejected requests and filters (e.g., date, priority).
    - Request processing workflow: Validate → Compliance Review → Approve/Reject.
    - Bulk actions (e.g., approve multiple requests).

    - Audit log with user activity tracking.
    - Report generation (e.g., weekly/monthly request volumes).

Non-Functional Requirements

- **Security:**
    - End-to-end encryption for data in transit/at rest.
    - Multi-factor authentication (MFA) for CRM users.
- **Performance:**
    - API response time < 2 seconds under 1,000 concurrent users.
- **Compliance:**
    - GDPR-ready data retention policies.
- **Usability:**
    - Responsive design for mobile/desktop (Bootstrap).

CRM Module Wireframe Description

1. **CRM Dashboard**
    - **Layout:** Table of requests with columns: Request ID, Company Name, Status, Submission Date.
    - **Filters:** Status dropdown (Pending/Approved/Rejected), date range picker, search bar.
    - **Action Bar:** "Process Selected," "Export to CSV."
2. **Request Detail Screen**
    - **Sections:**
        - **Customer Info:** Company name, BIC, contact details.
        - **Documents:** Thumbnail previews of uploaded files with download option.
        - **Status History:** Timeline of request updates (e.g., "Compliance review initiated on 2023-10-05").
    - **Actions:** Buttons for "Approve," "Reject," "Request More Info."
3. **Audit Log Tab**
    - Table showing timestamp, user, and action (e.g., "Request 1234 approved by John Doe").