**Meeting With Basic Bank**

Date: 12/11/2023

The software name is Issue Management system.

There are four types of users: User Groups

Approver

Support Staff

Checkers

Maker

Every User has different username and password, and each user task is different. The main tasks are given below:

**Maker:**

Generally Branches are the maker also any employee of the bank may be maker user.Their main task is create issue.

**Issue Dashboard NavBar:**

1. Type
2. Category
3. Subcategory
4. Priority
5. Description

There are some task:

* + 1. My Issue
    2. Pending
    3. Unclose
    4. Resolve

Every Issue must have these property:

1. SINumber
2. ID
3. Chast No
4. Assign to
5. Support Status
6. Category
7. Sub Category
8. Branch Owner

**Checker:**

The main Task of checker is review the issue and assign issue for a specific person or all of them who can solve.

There are mainly two type of checker:

* Manager
* 2nd Manager

They can approve the issue or reject it.

**IssueChecker Dashboard NavBar:**

1. Approval for wait
2. Pending
3. Approved
4. Reject
5. Unchanged
6. Resolve

Every Issue must have these property:

1. SINumber
2. ID
3. Chast No
4. Assign to
5. Support Status
6. Category
7. Sub Category
8. Branch Owner

**Support Stuff:**

The main task of Support stuff is to solve the issues:

**Support Stuff Navbar:**

1. My Assigned
2. Unassigned
3. Pending
4. Assigned
5. Resolve

They can perform below task:

* Add Command
* Edit Issue
* Modify Attachment
* Pass
* Resolve
* Report
* Giveup

**Approver/Head of IT:**

After completing these issues , IT head can perform some task

1. Authorized
2. pending
3. Unassigned
4. Pending
5. Authorized
6. Rejected
7. Resolve
8. My Assigned

**Print Option:**

1. **Reports:** (Name , Id, Resolve, Pending, Pending All, Revoked)
2. **User Details**
3. **Issue**