

Customer Service Management System

**Software Requirement Specification (SRS) Document Sprint 1 Implementation**

**Project Timeline: 20.10.2022 to 27.10.2022**

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### Introduction: -

The introduction of the software requirement specification provides an overview of the entire

software. The entire SRS with overview description purpose, scope, tools used and basic

description. The aim of this document is to develop a project for Star Bank Management

System in order to provide the needs of an end banking user by providing various ways to perform banking tasks.

The detailed requirements of the star banking system are provided in this document.

* 1. **Purpose**: **-**The purpose of this document is to describe the working and usage of star banking system. The main purpose of Star bank management is to create a bank account for deposit, withdraw and transactions.
  2. **Intended Audience: -**This document is intended to be read by, User.
  3. **Intended Use: -**
* Admin
* User

Since this a general-Purpose Software Thus any one Can access it.

* 1. **Scope: -**This project aims to create the development of Star Bank Management

System which is used to creating, storing and retrieving all the information about

pre-existing customer in a way more robust and efficient manner. All the information

about a particular customer is stored in a retrievable manner.

**Major modules of Star Bank Management:**

* Customer
* Accounts
* Transactions
* Admin

**2. Overall Description: -**

The purpose of this project is in partial fulfilment of the requirements of customer using the star banking system. The Design and development of this Bank Management system provides a more secured approach in managing bank customer’s information which strengthens the relationships between banks and their customers by providing the right solutions that uses a multilevel security to improve customers satisfaction.

The Domain “Banking System ” keeps the day by day tally record as a complete banking can keep the information of Account type, account opening form, Deposit, Withdrawal, and Transaction report.

**2.2 Assumptions and Dependency: -**

* User must give command line input in specified format
* User has the latest version of Ubuntu Linux installed.
* Client has either an 4GB or more RAM.
* The service is used preferably on a desktop or laptop.

**3.System Features and Requirements: -**

**3.1 Functionality: -**

**3.1.1->Admin login**: The login page allows employee to gain access to Banking system by entering their username and password .

**3.1.2 ->User Account registration:** The Bank Account Registration Form is designed to allow banks collect relevant details required to register a new account. With this form, customers can indicate the type of account they want to create,personal information, national I’d proof(aadhar),mobile number and address.

**3.1.3->**:**User account login:** The login page allows user to gain access to Banking system by entering their username and password .

**3.1.4->Deposit**: A deposit is a financial term that means money held at a bank. It could simply be a transfer of money to any account – savings, current, salary account, etc. With demand deposits, you can withdraw money from your account at your discretion. For example, if you deposit to your savings account, you can freely withdraw money from the bank, its ATMs, or while paying for your expenses using the debit card provided by the bank, as and when you need.

**3.15-> Withdraw**: A withdrawal involves removing funds from a bank account, savings plan, pension or trust. Withdraw made by employee after taking the details from user.

**3.16->Money transactions:** A wire transfer is one of the fastest ways to transfer money electronically from one person to another through a bank or a nonbank provider such as Wise, formerly Transfer Wise. For a domestic wire transfer, you'll need the routing number, account number, the name of the recipient and possibly the recipient's address. Transactions made by employee after taking the details from user.

### **3.2 System Requirements: -**

### **3.2.1.** Tools to be used:

* C File Handling
* C Language
* System Programming

**3.3 System Features: -**

### Supportability: The system is easy to maintain.

* Design Constraints: The system is built using only C language.

# Data Flow Diagram

## DFD Level 0

Deposit

P

Password

User

Star Banking Management

System

Admin

Withdraw

Transfer

Add User Details&

Request

Status of the request

User Details

User

Database

**4.1 DFD Level 1**

Account details

Account Transactions

Reports

Account status

User

Password

Star Banking Management System

Deposit

Withdraw

Admin id ,pass

Admin

Add User Details& Request

Transfer

User Details

Status of the request

User Database