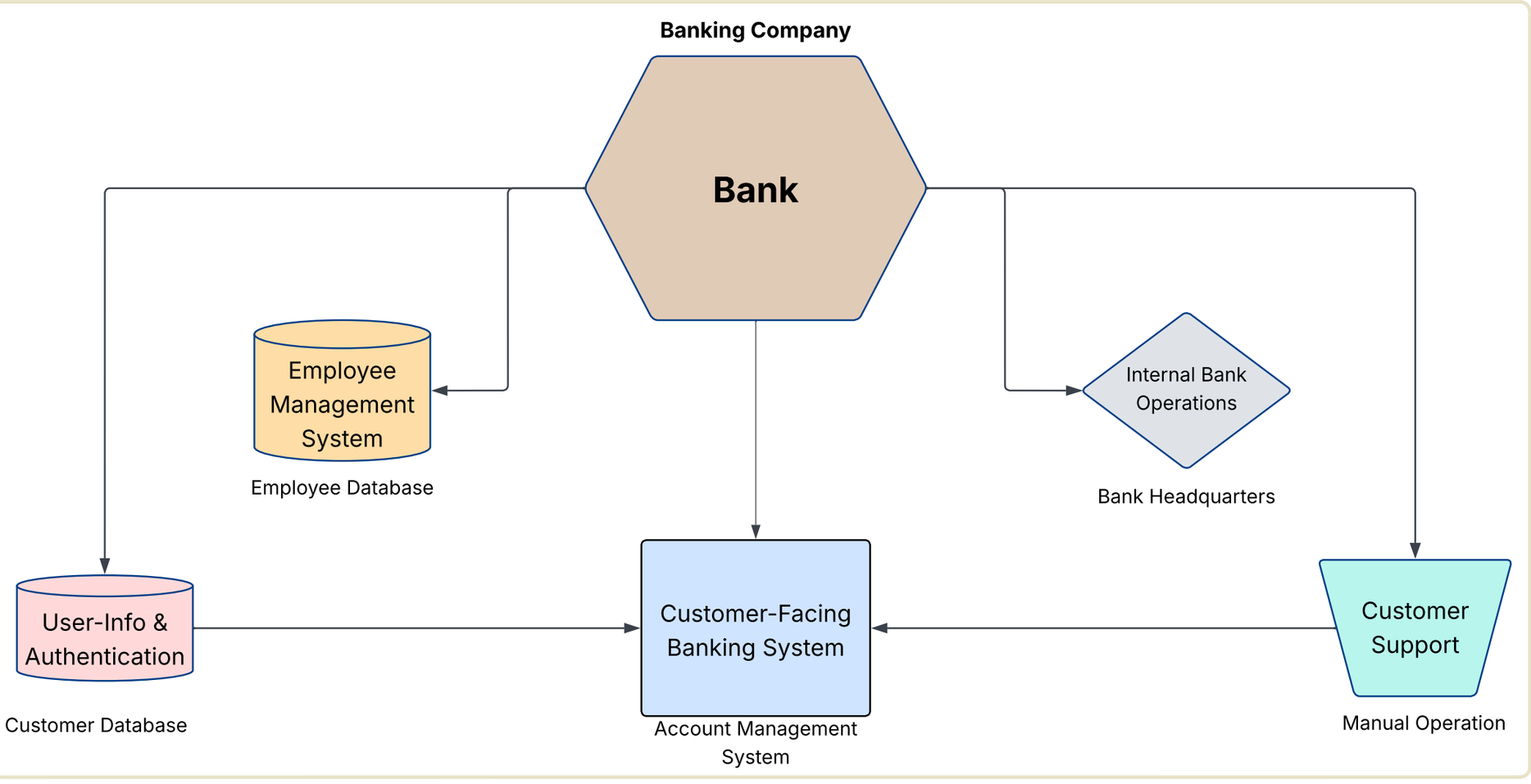
Customer-Facing Banking System High-Level Architecture



Customer-Facing Banking System High-Level Architecture

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Diagram information

This diagram illustrates the major structure and components of a customer-facing banking system, highlighting the interactions between various internal systems and databases. Key components include the Employee Database, Bank Headquarters, Banking Company, and several systems like Employee Management, Internal Operations, and Customer Support. The chart shows how these elements connect to facilitate customer interactions and manage operations within the bank.

High-Level Architecture Modular Flow

1. The Banking company is the major module as its the owner and funding body.
2. The employee management system is what enables the bank to function.
3. The customer authentication system ensures customer data and bank accounts are secure and encrypted.
4. The customer facing banking-system is where the user handles and manages their account.
    4.1. Its the core experience that the bank offers to its customers.
    4.2. It relies on customer support to handle and fix major issues.
    4.3. Its directly linked to the customer database as that's where the customers' data is stored.
5. The headquarters are the official Bank's base of operation and handles the business planning.
6. Customer Support is the primary operation that handles non-automated customer issues with 24/7 availability and moment's notice.