Ness

SPN Customer Support System

A platform for Customised Products

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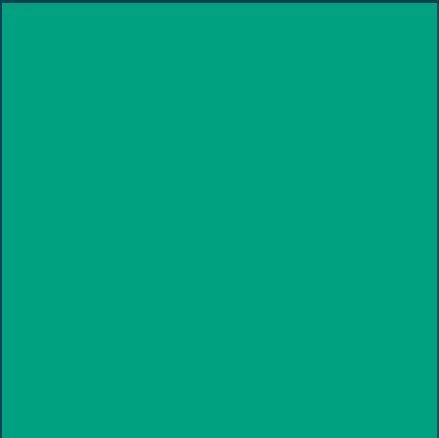*Chaitali Chatterjee*

Executive Summary

Problem Statements:

There is number of calls made to customers about financial products and services without knowing where customer needs it or not and when urgent need arises customer had to visit Banks for their needs.

Our solution:

Our applications allow users to access their bank accounts anytime, anywhere, as long as they have an internet connection. This eliminates the need to visit a physical branch during banking hours, making banking transactions more convenient and accessible.

Application Features

1. User Friendly

Interactive,Resposive and easy to navigate interface

2. Personalised User Experience:

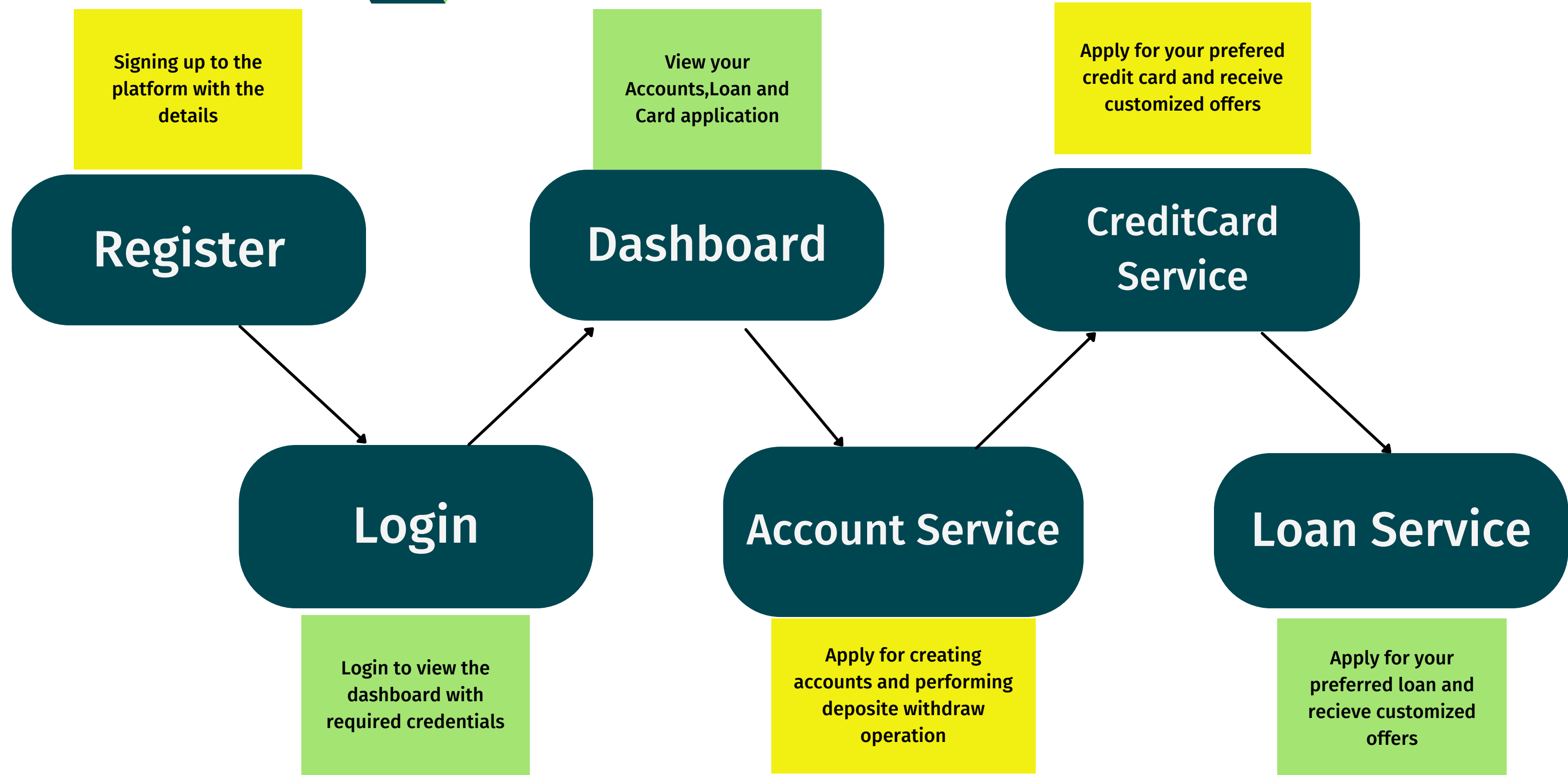Product Recommendation based on Customer data

3. Safe:

Uses Authentication for the APIs

4. 24/7 Access

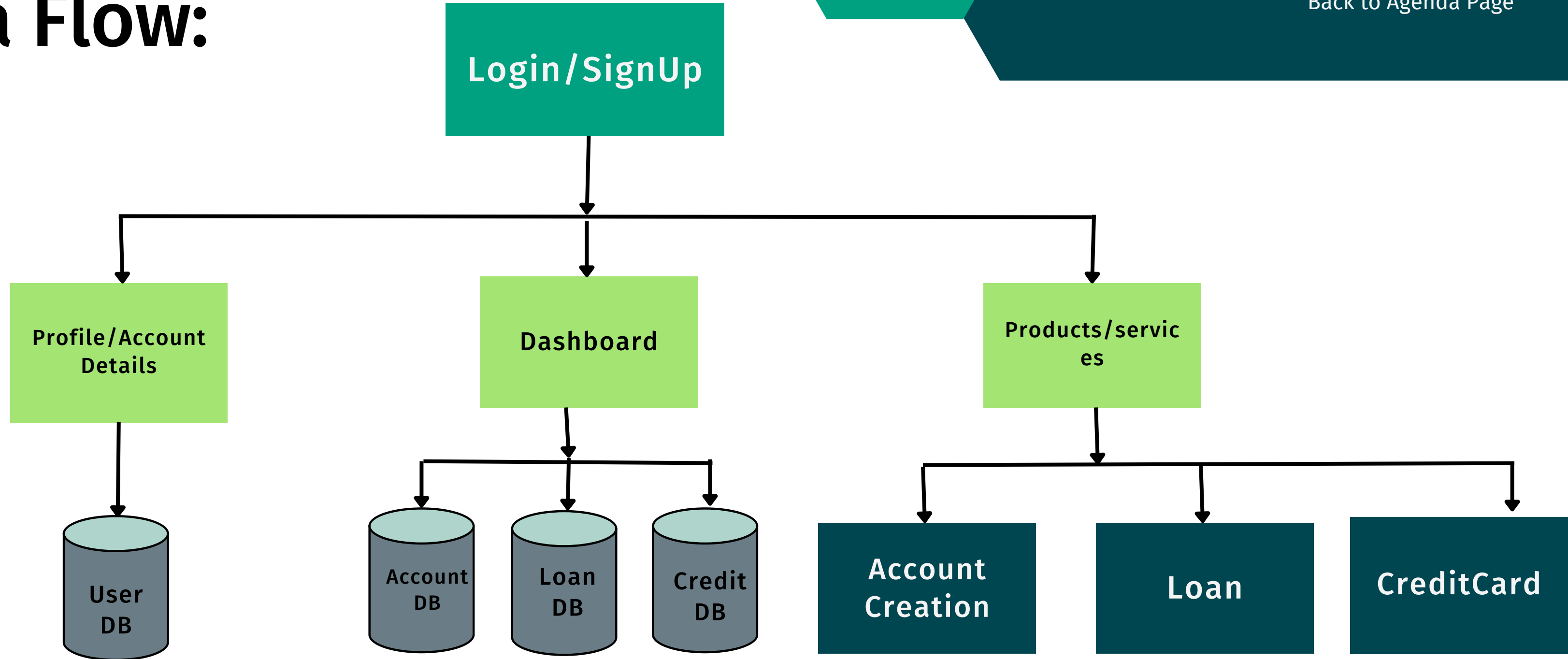Users can manage their accounts 24/7.

Customer Journey

Register — Signing up to the platform with the details

Login — Login to view the dashboard with required credentials

Dashboard — View your Accounts, Loan and Card application

Account Service — Apply for creating accounts and performing deposite withdraw operation

CreditCard Service — Apply for your prefered credit card and receive customized offers

Loan Service — Apply for your preferred loan and recieve customized offers

Technologies Used:

NETFLIX EUREKA

MySQL

Maven

Data Flow:

Architecture:

User

Angular

Middleware

Authentication Service

Eureka

Api Gateway

Service Discovery

Customer Service

Profile/Account Details

Loans

Credit Card Service

client

MicroService

User

Account

Loan

Credit

Database

MySql
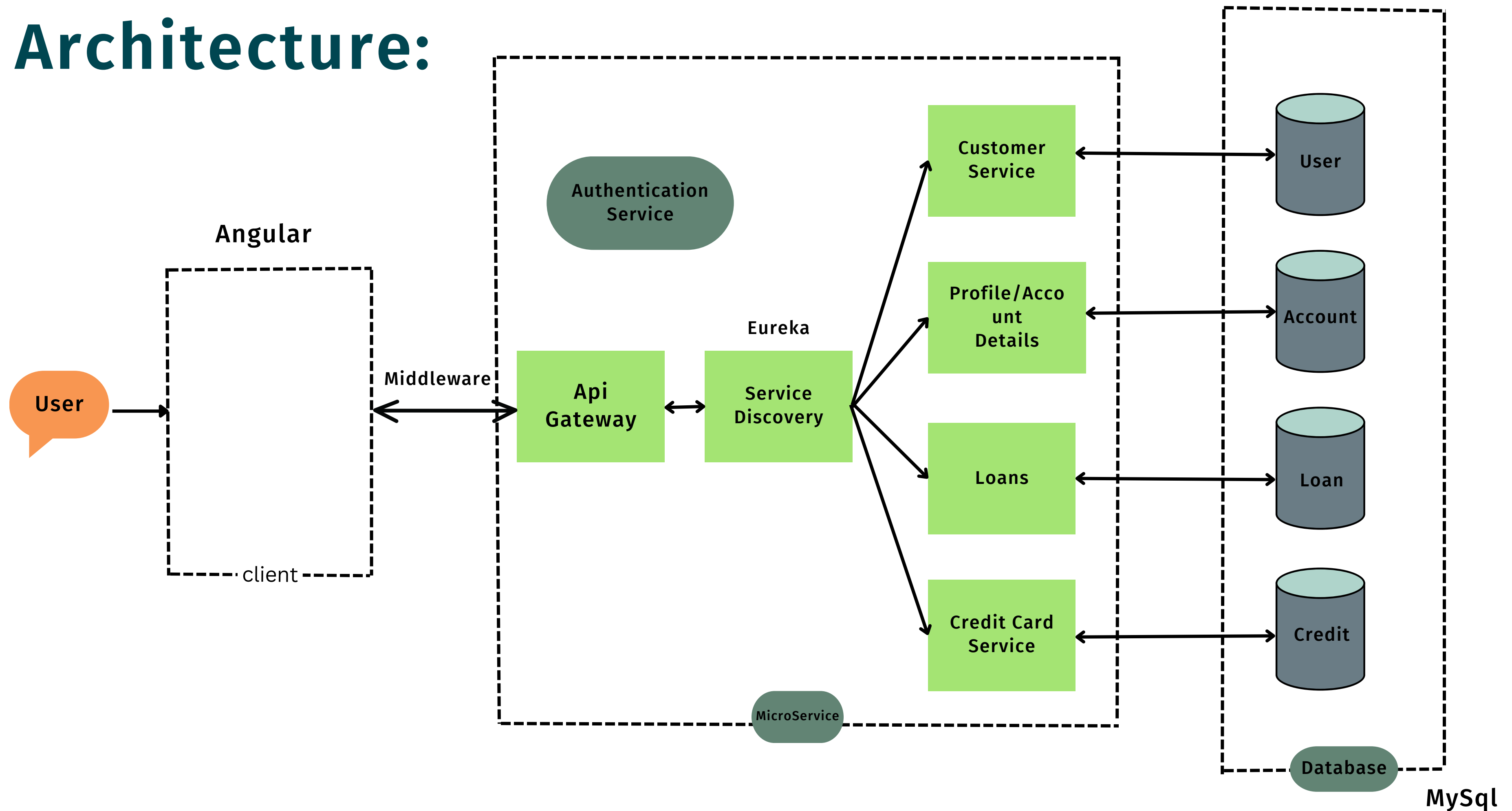
Demonstration

Future Enhancement:

- Using Data Analytics for more Customizations

- Integrating all available Ness products to the platForm

- Creating a chatbot to resolve customer service

- Additional User roles

Revenue Generation

Transaction Fees

Credit Maintence Fees

Loan Orgination Fees

Cross Selling and Upselling

Partnership and Integration Fees

Advertising and Sponsorships

Thankyou

Any Questions?