Functional Requirements:

# 1 Administrator :

* **Adding a customer**: The user can add a new customer and can set it aside. small print for consumers is often only seen by legitimate users.
* **Adding staff:** In this feature or column, the user can add a small print related to the staff.
* **Adds bank branches:** The agency is all about small bank publications and its lending branches.
* **View Customer`s Loan Details:** the author can view the different customers loan details.
* **Remove Staff:** The Administrator can remove staff according to the need.
* **Login user:** He can sign in with his id and password. The password is created so securely that the soul cannot think and makes it difficult for hackers to crack.
* **View Users:** He has access to his profile and may view other users' information and may see information about him.
* **Loan Approval :** Workflow for loan approval, including multiple stages.
* **Interest Rate Calculation:** Flexible interest rate calculation methods.Handling of interest rate changes during the loan term.
* **Customer Communication**: Automated communication with customers for application updates.
* **View Report:**  view reports of different loans.
* **Generate Report:** Author can generate reports on monthly and yearly basis.
* **Update Reports:** Author can update or edit reports if need.

# 2 Customer :

* **Authentication:** Customer must be authenticated before accessing system.
* **View Loan**: User can view their Loans.
* **Apply For Loan**: The Customer can apply for a loan according to their requirement.
* **Request Another Loan**: If user wants to borrow another loan then he/she request another loan.
* **Check Account:** This use case is used to check account details.
* **View Pending Payment and Penalties:** Calculation and view pending payment and penalties.
* **View Profile:** Customer can view their profile.and if they want that they can edit their profile.
* **View Account Details:** Customer can view their account details like how much payment id done or pending or other details.
* **Make Payments:** Customer can make their pending payments in this.
* **Feedback:** The Customer can Give up their feedbacks about system.

Non-Functional Requirements:

* **Accuracy:** The data stored about the loans and the customers should be correct, consistent, and reliable.
* **Usability:** The UI should be simple enough for everyone to understand and get the relevant information without any special training. Different languages can be provided based on the requirements.
* **Security:** only authorized users or customers can access the data.
* **Availability**: The system should be available for use during specified hours and provide high availability (e.g., 99.9% uptime).
* **Browser/Platform Compatibility:** The system should be compatible with specified browsers and platforms to ensure a consistent user experience.
* **Maintainability:** The software should be easily maintainable and adding new features and making changes to the software must be as simple as possible. In addition to this, the software must also be portable.