



Ahsanullah University of Science & Technology

Department of Computer Science & Engineering

Banking Management System With Chat Support

Software Engineering II (CSE 2100)

Submitted By:

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ABSTRACT

The project titled “Banking Management System with Chat Support” is a Real-Life Banking Management software for monitoring and controlling transactions and other online facilities in Bank. This project will be developed in NetBeans 8.2 and the database management will be handled by MySQL. This software mainly focuses all Major operations in a Bank as well as some special features like facility of user login and facility of administrative login. New users can open a Bank Account quite easily after filling up a registration form.

By administrative login a Banker, Manager or CEO of the Bank can keep track of the system. They will have the access to register new user, entry user details, verify user documents(NID, Passport, Driving License etc.), add an amount to an account and also transfer amount from that account, hold, close or reopen an account, account profile status, provide Bank statement, check any transaction, issue Cheque Book and Credit/Debit cards, chat with users.

A User can login to their account by email or account number or card number and password.

The user can Register a new Bank account with valid Documents. He/she can add balance to his/her account, transfer money from one account to another account or Bank, pay Bills (Electricity bill, GAS Bill etc.), Instant Payment, order cheque Book and Credit/Debit Card, Instant Card Block, Temporary account block/Hold, get help from Banker via live Chatting.

In this project, we'll use Dedicated server or hosting to ensure system security. The Software System or User Interface will be very User Friendly so that, any user can easily utilize or use all the facilities of the

Software System and can get better service from it. A user can also see the locations of the Bank while using the software. A user can always check real time at a corner of the software.

Software Platform:

- **Programming Language:** JAVA.
- **IDE:** NetBeans IDE 8.2
- **Library used:** MySQL Driver
- **Frontend:** JAVA Swing
- **Database:** MYSQL
- **Server Hosting:** Accu Web Hosting.

Identification of functional requirements:

- **User Login:**

This feature gives user to login to the system. A user can log in to the system by providing username and password. After proper verification of the username and password, valid user will be allowed to enter into the system. A username and password mismatch will not allow someone to enter into the home page and the user will be asked to re-enter his/her username and password. Users can use their facilities by user login.

- **Administrative Login:**

Coming to administrative login, this feature allows a Banker to login to the system by providing username and password. After proper verification of the username and password, admins will be allowed to visit the Administrative home page. Username and password mismatch will not allow an admin to enter into the system. Through

administrative login a Banker can have access to the Extra features which is necessary for them to provide better service to the users. He/she can also view his/her information and also can edit them.

- **New User Registration:**

This feature allows any valid user to create an account for them. This option will be available at the start of the program. A new member has to fill up a registration from providing his name, Id/Account type, valid documents/ID number, Deposit amount, Email ID, Register's contact no, Date of Birth, Username and Password. After providing valid information a new user can create an account for himself and later after verification, he will be allowed to enter into the system with login details.

- **Account Balance Check:**

This feature can be executed both by Banker & user. This feature allows a user view current balance if an user account. A Banker can also use this this feature to check a specific user's account Balance.

- **Money Transfer:**

This feature allows a user to Transfer money from one account to another account or Bank. A user has to insert following details to transfer money from their accounts.

1. Sender A/C Number
2. Receiver A/C Number.
3. Sending Amount
4. Sender Email, Mobile No.
5. Purpose of sending.
6. Note (if have any).

All information here are mandatory except (Note). A user has to fill out all the mandatory information and can leave optional one Blank.

- **Instant Payment:**

This option almost works like Money Transfer System. But here a user doesn't need to select their account details. A user only has to input the Receiver account details to transfer money from their amount. But here the transferring charge is higher as the payment will be instant.

If above conditions are met anyone can issue a book by this feature. This will update the issue information in the database and provide user the issue and return date information.

- **Bill Payment:**

This feature helps a user to pay the following Bills by a Bank:

- 1) Electricity Bill
- 2) Gas Bill
- 3) Utility Bill
- 4) Water Bill
- 5) Tuition free.

The Above Bills can be paid through the software and the amount will be cut down from the user available balance. In this software the Bill Payments are instant. A user can instantly pay any bill mentioned above through the software feature.

- **Cheque Book Issue:**

This feature helps a user order a cheque book through the software. He/she can also select the amount of leaves or pages of the cheque. There are three option with fixed number of pages. A user has to choose any of them from the given three options.

- **Credit/Debit Card Issue:**

This feature allows a user to apply for Credit or Debit Card of their account. Here, after filling out some Basic information like (A/C No,

A/C Holder Name, Card Name etc.), a user can easily apply online and get his physical card from the Bank.

- **Mobile Banking:**

Mobile Banking is now very popular in Banking System. It helps user to send and receive even cash out their money through their mobile. Here, this feature in the software helps a user to add money to their mobile Bank from their account balance. He/she can also send money to other mobile banking numbers with the feature.

- **Chat Support:**

This feature is very helpful for users to solve any instant problem while using the software. This option helps a user to chat with a Banker in real time to solve their issue. If a user fails to complete any operation in the software, he/she can use the facility to chat with a banker and can get live solution of that particular problem. A user can start the chatting by sending any messages and when a customer care person or a Banker join the chat then they can chat in real time discussing the problem or sharing other necessary information.

- **Date & Time:**

This feature will help to check the Real Date & Time while using the software. The Date & Time will be shown at a corner in the software and user or administrative can check them anytime whenever they want.

- **Report/ Block:**

A user can report any problem by using this feature. Sometimes a user needs to Block their card for security purpose and this option allows to do that.

- **Location Check:**

This option allows to check all the locations of the Bank. And it becomes very easy for a user to get all the locations at a place without manually search them.

According to our functional requirement's identification, we set the individual priority as follows:

Table: Identifier and priority for software requirements

Serial No	Requirement	Priority
1	User Login	High
2	Administrative Login	High
3	New User Registration	High
4	Account Balance Check	High
5	Money Transfer	High
6	Instant Payment	High
7	Bill Payment	High
8	Cheque Book Issue	High
9	Credit/Debit Card Issue	High
10	Mobile Banking	Medium
11	Chat Support	High
12	Date & Time	Low
13	Report/Block	Medium
14	Location Check	Low

