**Software Requirement Specification**

* **Name of the Project :** Social Bank App
* **Problem Statement :** Social Bank connect play a vital role in digital marketing and reach to customers in promotion and direct to customer engagements today. Traditional banking platforms typically do not have a mechanism to connect to their customers digitally on a personal level due to banking protocols and other rules and guidelines. So, the need is to have a seamless integrated platform wherein it does not interfere with the banks protocol and customers are also connected.
* **Objective / Vision :** Design a platform for easier interaction between bank and its customers. The platform should provide the option to customer for accessing the digital marketing promotions on the main page and provide an option to like comment and share the marketing banners.

Apart from the promotion, customer can raise complaints which can be sorted out by the employees.

Customer should be able to access general FAQs on the webpage.

* **Users of the System** **:** All customers and bank employees.
* **Assumptions :** 1. Customers are already a bank customer, and their email address and mobile numbers are registered with the bank.
* **Functional Requirements :** 1. Customers should be able to login and register with platform. While registering, customer need to provide the following information:

1. Full Name,
2. Mobile Number,
3. Email Address,
4. Account Number,
5. Password,
6. Confirm Password

2. Employee should be able to register and login.

3. Customer can access the following services:

A. Marketing banners, option to like and comment.

B. Raise complaint or queries related to the page or any promotion.

C. Track complaint and update on it.

D. FAQs

4. Employee can access the following services:

A. Updating marketing banners.

B. Accessing and resolving raised issues or complaints.

C. FAQ updater

5. Bank protocols should be followed.

6. Employees can not access personal data of the customers such as account details.

* **Non-functional Requirements :** 1. App should be responsive to display consistently across multiple devices.

2. The password should not be saved directly into the database (encryption method should be used).

3. UI should be user friendly.

4. Notifications and animations for more interactive session.

**Project Architecture**

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| Database Models | Description |
| **Customer** | CustomerId  CustomerFullname  CustomerEmail  CustomerAddress  CustomerAccount  CustomerMobile  CustomerPassword |
| **Employee** | EmployeeId  EmployeeFullname  EmployeeMobile  EmployeeEmail  EmployeeRole  EmployeePassword |
| **Complaint** | ComplaintId  ComplaintDesc  ComplaintStatus  ComplaintRaisedBy(CustomerId) |
| **FAQs** | FAQId  FAQQues  FAQAns  FAQCategory |
| **Marketing Posts** | Post ID  Description  Image  Category  Likes  Comments |

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| --- | --- |
| Microservices Models | Description |
| **Customer** | Register  Login / validate.  Update  Get Posts |
| **Employee** | Update Employee  Add new Employee.  Add/Update/Delete Post. |
| **Complaint** | Register Complaint  Track Status  Update Status  View Complaints |
| **FAQs** | Add new FAQ.  Update FAQ |

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| UI Components | Description |
| **Login** | Customer and employee login using this component. |
| **Signup** | Customer can sign up using this component |
| **Home Page** | Customer can see the marketing / promotional banners and have an option to like and comment. |
| **Customer Dashboard** | Dashboard of the customer’s complaints and their status. |
| **Contact us** | Contact us form to raise issue or complaints and request call back option. |
| **FAQs** | List of FAQs |
| **Employee Home Page** | Employees can View, add and delete marketing / promotional banners. |
| **Employee Dashboard** | Display open complaints from customer and option to reply to them and option to change status. |
| **FAQs** | Add, update and delete FAQs |