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Web Tech Fall 2025 Final Exams





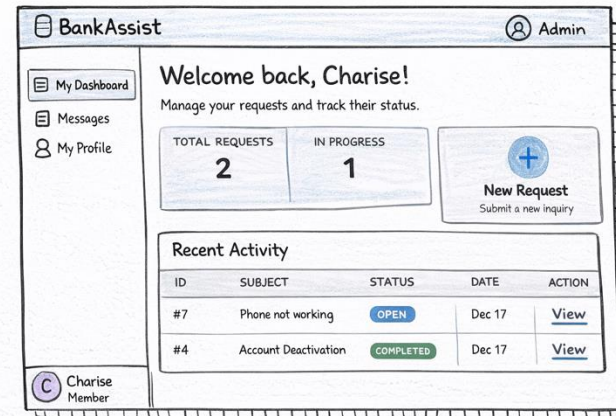
Anne is developing a banking website called BankAssist. The platform is a secure customer support portal designed to streamline communication between banking customers and customer service staff. The platform replaces traditional email-based support with a centralized, real-time ticketing and messaging system.

BankAssist

Banking Customer – who needs quick support.
Customer Service Officer – bank employee responsible for handling customer inquiries and resolving tickets.
Administrator – oversees customer service operations and analytics.



there is no centralized, secure, and real-time system for managing and analyzing banking service requests efficiently.



BankAssist

PERSONA(s) who are the people involved in using the website and what are their background

PROBLEM: Many banks continue to rely on fragmented customer support channels such as emails, phone calls, and manual records, which leads to delayed inquiries, poor visibility into request status.

PAYOFF: What is a simple drawn screen that is illustrative of something the website shows that helps solve the problem. It is likely a report or some results of data entered by the participants. **This is the most important square**

FINISH: it provides a centralized, real-time platform that allows customer service requests to be tracked, managed, and resolved more efficiently than fragmented communication methods.

User / Customer

- The BankAssist platform is designed for use by commercial banking institutions, including retail banks and savings and loans companies, that provide financial services to individual and small business customers. These institutions offer products such as savings and current accounts, digital banking services, transaction processing, and customer support for account-related issues.

BankAssist is used by both banking customers and internal bank staff.

User Roles

- **Customer:** Submits service requests and communicates with staff
- **Staff:** Handles and resolves assigned tickets
- **Admin:** Manages users, assigns tickets, and views analytics

Main Functions of the Website

The system:

- Allows customers to securely submit and track banking service requests through a centralized ticketing system.
- Enables bank staff to assign, manage, and resolve customer service tickets efficiently while communicating with customers in real time.
- Provides role-based access control to manage customers, staff, and administrators within the system.
- Displays service performance metrics to support operational oversight and decision-making.

Three Tier architecture

