

[This Photo](https://digital.report/tsifrovoy-kazahstan-peredovyie-tehnologii-zhdut-osvoeniya/) by Unknown Author is licensed under [CC BY](https://creativecommons.org/licenses/by/3.0/)

**Business Requirements Specification (BRS)**

**Background of the project**

* The Project Banking Management system is a system where it keeps the record of a customer , account details and transaction details. Banking system, established in the year 2022. It provides many operations and render services that help people communicate in an easy, efficient and friendly way.

* Helps to reduce the time for the customer to do transactions.
* This Project is aimed to provide a customer to choose the type of account- Savings or Current (SB/CB), deposits, withdrawal of money etc.
* The online Banking system provides an online website with the account holder information for convenience of a customer.
* User is required to login or register into the system provides an services online with all the information access. The user can modify the account details according to his/her choice.
* Maintains the account holder database with their day to day transactions and data will be more secured with the layer of security of authentication and authorization.
* Banking Management system is a very technology dependent and more user-friendly services are provided to the account holder and the deposits/withdrawal takes place smoothly.

**Goals of project**

* The system manages Account holder’s information with their transaction details.
* It wants to give a complete solution for customers where in time will be saved and work becomes easier.
* More security will be provided for the customers and their account information will be secured, where only the account holder can login with the user id and retrieve the account details.
* Providing an user-friendly interface to handle their bank account details in a much better way.
* The main aim of this project is to reduce the stress level of the customer by providing then a better services. Data will be secured accurately.
* The deposit/withdrawal of money by a customer take place in a single step process where one can choose their option and also balance amount in an account can be retrieved.
* The mail Goals are:

1. To increase account holders.
2. Provide various services to the customer in online like:

* Deposit of Amount
* Withdrawal of Amount
* View plans for Deposit-Fixed/Recurring (FD/RD)
* Balance Inquiry
* Modify an account anytime
* Helpline services

1. Maintains account holder’s transaction details.

**Problem Statement**

Customers have to spend a lot of time in the existing system, where there is less security for an account holder. It requires more physical work and manpower. All the details of the account holder like account no, type of account, transaction details etc. will be entered manually in case of existing system.

* So, to overcome all these issues, our Banking management system has decided to transform legacy system to online system to enhance the profitability.

**Solution / Proposed System**

* The Proposed system will be a database-driven website where services will display on webpage and will be stored in a database.
* The solution to above problem is a system is designed in such a way, where the user has to login and they will be given rights to choose an account type, transaction type i.e. withdrawal or deposit of amount.
* Account holder can retrieve their transaction details, balance can be enquired with the balance enquire option which is given to the customer.
* The customer can select various plans for deposits/Loans, prepaid, post-paid services, bill payment etc. from the menu given and data stored in the database will be displayed.
* From this system, customers time will be saved and decision making will be easier and services will be provided effectively.

**Users of project**

* **Bank Computer system**

The system provides services to the customer to manage their bank account.

* **Customer**

The customer will login with the user id and will be provided services and get the account information after creation of account.

**Requirements**

**Functional Requirements**

**Bill invoice Management**

The Invoices will provide all the details of a customer who holds an account in our bank.

**Key factors for bill invoice management:**

• Create Customer Bill Invoice

• View Account details

• Customer transactions- Deposit and withdraw

• Balance Inquiry

• Modify an account

• Close Customer account

**Problem Handling**

* This process is responsible for providing customers bank account details.
* It will receive the customer problems reports, then it will provide solution over them and achieve customer satisfaction.
* They are also responsible for customer support in relation to any service-affecting problems detected by the resources or through analysis, including easier access for the customer about their account details.
* Track Account holder details with their transactions.
* Report Customer Problem
* Track & Manage Customer Problem
* Close Customer Problem Report
* Balance Inquiry
* Create Customer Problem Report