Detail of the Task

Customer Record System A new customer record system is required for a local Bank branch. The system will fulfil the functional requirements described below. For each customer the system should record: • Their name and address, • Their account number and current balance, • A list of their past transactions, • Any loans, credit cards, mortgages, or other financial services being offered through the bank. After logging in to the system, the customer should be able to: • View their current balance, • List their most recent transactions, • Add/change their personal details, • Request an appointment in their local branch.

For each branch employee, the system should record: • The name and address of the employee, • The working hours of the employee, e.g. 9am-5pm, Monday-Friday • A list of customer appointments (with date and to whom), • A list of the financial services they specialise in (new accounts, overdrafts, loans, credit cards, etc.). After logging in to the system, the branch employee should be able to:

• View their calendar for upcoming appointments

• List past appointments (with date and to whom) and the outcome, • Refer customers to the branch manager for application processing.

The branch manager should be able to: • List current employees and appointments • View overview of customer accounts held in branch, • List outstanding customer applications. The branch manager should also be able to: • Add/remove customer accounts • Add/remove employees from the system, • Process customer applications and accept/decline as necessary.