TiPay v-1.0

Payments under your Finger Tips

Banking and Finance Domain Applicaiton

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1. Introduction

This is a case study about the Banking and Finance Management System for the members who are registered under this specified application, TiPay.

Customers need not to go for a Bank to avail the facilities of Banking everytime. For the identification of customer, they need not to submit paper documents and stand in a line. Now all the facilities are under the finger tip with TiPay. Only the customers registered with the system, can avail the facilities of Tipay. In day to day life new services will also be introduced for assisting the customer more ease.

During these services, if customer had met with any technical issues they can raise a ticket and solve it by the concerned personnels. All the tickets and the solutions are tracked for the future reference.

The case study has 3 modules : User Management in which customers are registered and validated. In the second module, Transaction Management where each transaction of the customer are saved consistently and will be listed whenever the user requests. The support module will interact with the user and help user to process the transactions successfully.

2. Purpose

The purpose of this document is to outline the detailed Functional Requirement that will enable design and development of the TiPay system.

3. Background

The case study for Banking Management includes three major modules. It is driven by roles i.e., Customer and Support Associate. Customer has his/her own secured account and access to the services. Support Associate will come to the picture whenever a customer raise a ticket for smooth transaction processing.

4. Module-1 : Customer Management

4.1 Account Registration

Before the Customer wants to access the Banking Services with the TiPay, he/she needs to be registered with the system. Customer has to provide all the required details given below for the valid registration.

1. First Name
2. Middle Name
3. Last Name
4. Date of Birth
5. Gender
6. Current Address
7. Email
8. Mobile Number
9. Authentication Key

Once the Customer registers by providing all required details a registration id is generated automatically.

4.2 Account Validation

Whenever customer want to access the services of the system, he/she has to be authenticated with the credentials given in the time of registration.

4.3 Account Balance Updation

When a successfull transaction takes place that needs to be logged in the database and the balance of the concerned account should be updated consistently.

5. Module-2 : Transaction Management

5.1 Adding Transaction

Each successfull transaction has to be saved in the database in the order of transaction ID, transaction Time, transaction type, transaction party and amount in a single row. In this row treat trasaction ID as primary key and all other columns are never be null.

5.1.1 Adding Payment Transaction

In this type of transaction, the transaction type is Paid and the transaction party will be receiver number.

5.1.2 Adding Bank Transaction

In this type of transaction, the transaction type is Add and the transaction party will be the bank name.

5.2 Listing Transactions / Passbook Printing

All the transactions of the concerned account are to be listed as per the selected order. Customer can avail the service of printing all the records into an external document.

5.2.1 Ordering Transactions By Payee

Customer can select the payee name or number to list the transactions done with that account.

5.2.2 Ordering Transactions By Time

Customer can select the day , week , month or year to get the list of all the transactions in that period.

5.2.3 Printing a Statement Document

User can select an option to download the selected transaction records after verifying his account again. The downloaded document should be locked and it should be unlocked with the password of the customer only.

6. Module-3 : Customer Support

6.1 FAQ Section

User can review all the frequently asked questions and officially approved answers in a section and these would help the customer in processing the transaction smootly without interacting human support.

6.2 Raising Ticket by User

If any user faces problem with the transaction he/she can specify the problem and the problem area to raise a issue ticket and get solved by the concerned associates.

6.3 Solving Ticket by Support Member

All the raised tickets are to be solved by the support technical team and notify the customer for resuming the transaction. All the tickets are to be processed in a hierarchial order so that every issue will be tracked consistently.

6.4 Acknowledging and Tracking Ticket data

After solving the ticket, acknowledge user about the solution and take feedback approval so that that issue and solution could be added in the FAQ section to assist further customers.