

1. User Profiles:

- **Potential Business Customer:** Users seeking to connect to the SWIFT network and facilitate SWIFT transfer operations within their platform.
- **Company Administrator:** Handles user requests, configures accounts, and manages the CRM module.

2. Requirements:

2.1 Functional Requirements:

- **Web Module:**
 - Registration and login for Potential Business Customers.
 - Form completion for SWIFT connection details, end user information, and platform specifics.
 - Submission of connection requests with progress tracking.
 - Secure data transmission and storage.
- **CRM Module:**
 - Receive and manage connection requests.
 - Assign customer requests to administrators.
 - Process requests by configuring SWIFT connections and user accounts.
 - Track request progress and completion.
 - Communicate with customers regarding request status and any issues.
 - Generate reports on connection requests and usage statistics.

2.2 Non-Functional Requirements:

- **Performance:** The application should be responsive and efficient, with minimal loading times.
- **Security:** User data and connection credentials should be securely stored and transmitted.
- **Scalability:** The application should be able to handle an increasing number of requests and users.
- **User Interface:** The web interface should be user-friendly and intuitive.

3. Wireframe should include for pages like:

basic wireframe of the request processing screens in the CRM module:

- **Dashboard:** Overview of pending, ongoing, and completed connection requests.
- **Request Details:** View complete information of a specific request, including customer details, platform specifics, and connection progress.
- **Configuration:** Configure SWIFT connection settings, user accounts, and access permissions.
- **Communication:** Send messages and notifications to customers regarding their request status.

- **Reporting:** Generate reports on connection requests, usage statistics, and customer activity.
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