Requirements – Bank appointment booking system

# Introduction

* People who visit banks usually take out time from their busy schedules and visit the bank in lunch hour or before their shift starts. It would be frustrating for them to know that “system is down” , “it’s lunch time” or the usual “wait in line for your turn” when there is a long line.
* A bank appointment booking system helps the customers choose their desired timeslots according to the services they need.

# Research

* There are also those people who doesn’t know how bank operates and have to ask multiple questions like “what documents do I need for this” , “how do I deposit money in my account” etc. and hence the delay is even longer for people waiting in line.
* Without a slot booking system, there is uneven customer traffic at the bank and customers face high waiting times at peak hours.
* So, it’s very important that we minimize the waiting and maximize the staff utilization and work done.

# Cost

Free of cost

# Features

* Customer registration
* Appointment booking ( By selecting the branch, date & time, services needed)
* Appointment cancellation
* Service feedback

# Defining the system

# SWOT

# 4W’s and 1 H

Who: This app is intended for people who don’t want to wait in lines at bank and avail banking services.

What: A bank appointment booking app that allows users to book time slots for their desired banking services.

When: When customers have a busy schedule and want to get their things done on time.

Where: Can be used for banks who see uneven customer traffic and long customer waiting times in peak hours.

How: User can register in the app by entering their account number and otp (sent on their registered mobile). Upon selecting the city and branch , users can see the choose the desired services and time slot and confirm the booking by entering the otp.

# High level requirements

|  |  |  |
| --- | --- | --- |
| ID | Description | Status |
| HR\_01 |  | Future |
| HR\_02 |  | Future |
| HR\_03 |  | Future |
| HR\_04 |  | Future |
|  |  |  |
|  |  |  |
|  |  |  |

# Use case diagram

Customer

Employee