**Report**

**Banking Support Portal Requirements:**

* **Project Overview**

The Banking Customer Support Portal aims to provide an efficient and user-friendly platform for customers to post their complaints and queries. The system will intelligently route these complaints to the appropriate teams for resolution. It will also incorporate features like real-time auto-suggestions, email communication, and chat bot integration to streamline customer support operations.

* **Technology Stack**
  + **Backend Development:**
  + Java
  + Spring Boot (for microservices)
  + **Frontend Development:**
  + React.js
  + JavaScript
  + HTML & CSS
  + **Database Management:**
  + MySQL/Oracle
  + **Containerization and Deployment:**
  + Docker
  + Kubernetes
  + Version Control and CI/CD:
  + Git (Gitlab for version control)
  + Jenkins for Continuous Integration/Continuous Deployment (CI/CD)
* **Functionalities:**

**1. Customer-Side Functionalities:**

* **Complaint Posting**
  + Customers can submit their complaints via the portal.
* **Auto Suggestion of FAQs**
  + Real-time suggestions will be provided based on the nature of the complaint.
* **Dashboard for Tracking**
  + Customers can view and track the status of their complaints.
* **Email Notifications**
  + Automated emails will be sent to customers upon complaint submission and resolution.
* **Chat Bot Integration:**
  + The chat bot will handle repetitive queries and provide links to relevant FAQ documents.
* **Repetitive Queries:**
* Repetitive queries are common issues or requests that customers often raise, such as unlocking a user account, updating contact information (like mobile number or address), or resetting a PIN.
* **Chat Bot Workflow:**
* When a customer posts a query related to one of these repetitive tasks, the Chat Bot will intercept the message.
* It will analyze the query to determine the nature of the request (e.g., unlock, update, reset).
* The Chat Bot will then use the REST API to communicate with the backend of the system to perform the necessary action.
* **Providing FAQ Links:**
* In addition to directly resolving queries, the Chat Bot can also suggest relevant FAQ document links.
* **Backend Functionalities:**
* Ticket Routing
  + Complaints will be automatically assigned to the appropriate teams based on category.
* Ticket Handling
  + Support teams can view and update the status and comments on query tickets.
* Dashboard for Assignments
  + Support teams can view and manage their assigned tickets.
* MIS/Reporting Module
* **Data Retrieval**
  + This module will allow retrieval of data from the system for reporting purposes.
* **Downloadable Reports**
  + Reports will be available for download in CSV, Excel, and PDF formats.
* **Architectural Considerations:**

- Microservice Architecture:

- The application will be built as a collection of loosely coupled microservices.

- Each microservice will handle a specific functionality (e.g., Complaints, Routing, Chat Bot, etc.).