

# Letter of Credit Management System of a Bank

## Dev1.1: Compliance Officer

1. Dashboard
2. Communication
3. Notifications
4. Transactions
5. Risk Assessments
6. Policy Review
7. Feedback
8. Security Basics

## Dev1.2: Customer

1. Dashboard
2. Notifications
3. LC Request
4. Status Tracking
5. Transaction History
6. User Guides
7. Feedback
8. Settings

## Dev2.1: Bank Manager

1. Dashboard
2. Communication
3. Notifications
4. Analytics
5. Risk Assessments
6. Authorization
7. Feedback
8. Security Basics

## Dev2.2: Credit Analyst

1. Dashboard
2. Communication
3. Notifications
4. Analytics
5. Risk Reporting
6. Compliance Checks
7. Feedback
8. Security Basics

## Dev3.1: Letter of Credit Officer

1. Dashboard
2. Communication
3. Notifications
4. Document Examination
5. Issuance
6. Payment Release
7. Status Monitoring
8. Feedback
9. Security Basics

## Dev3.2: Sales Representative

1. Dashboard
2. Communication
3. Notifications
4. Outreach
5. Requirements
6. Current Partners
7. Feedback
8. Security Basics

## Dev4.1: Administrator

1. Dashboard
2. Communication
3. Notifications
4. User Management
5. Access Logs
6. IT Collaboration
7. Feedback
8. Security Basics

## Dev4.2: IT Support

1. Dashboard
2. Communication
3. Notifications
4. Reports
5. System Updates
6. System Monitoring
7. Backup & Recovery
8. Security

## Dev5.1: Customer Relationship Manager

1. Dashboard
2. Communication
3. Notifications
4. Interaction Log
5. Status Updates
6. Feedback
7. Documentation Help
8. Security Basics

## Dev5.2: Reporting Analyst

1. Dashboard
2. Communication
3. Notifications
4. Create Report
5. Reports
6. Bank Health
7. Advertisement Analysis
8. Security Basics

# Scenario Overview:

## Initiation (LC Officer & Customer):

- The Customer logs into the system and navigates to the LC Request section in their dashboard.
- They fill in the necessary details, attach required documents, and submit the Letter of Credit request.

## Document Examination (LC Officer & Administrator):

- The Letter of Credit Officer receives a notification about the new request.
- The Administrator monitors the system's access logs to ensure secure data handling.
- The LC Officer examines the submitted documents, checking for compliance and completeness.

## Authorization (Bank Manager & Compliance Officer):

- The Bank Manager receives a notification about the pending LC request and accesses the Analytics section for a risk assessment.
- Simultaneously, the Compliance Officer reviews the request for adherence to policies.
- Upon approval, the Bank Manager authorizes the issuance.

## Issuance (LC Officer):

- The Letter of Credit Officer, having received the authorization, proceeds with the issuance process.
- They update the status and communicate with the customer through the system.

## Payment Release (LC Officer & Reporting Analyst):

- The Customer initiates a payment against the issued Letter of Credit.
- The LC Officer receives a notification and monitors the transaction in the Transactions section.
- Simultaneously, the Reporting Analyst creates a report on payment releases for analytics and bank health.

## Risk Monitoring (Bank Manager & Credit Analyst):

- The Bank Manager and Credit Analyst receive notifications about the completed transaction.
- They access the Analytics section to evaluate the associated risks and update risk assessments.

## Communication and Feedback (Sales Representative & Customer Relationship Manager):

- The Sales Representative receives a notification about the successful transaction and contacts the customer for feedback.
- Simultaneously, the Customer Relationship Manager logs interactions and feedback in the CRM system.

## System Maintenance (IT Support & Administrator):

- IT Support monitors the system for any issues and receives notifications for system updates.
- The Administrator collaborates with IT for seamless functioning, ensuring regular backups and recovery procedures.

## Security Measures:

- At each stage, Security Basics are upheld, with secure communication channels, access logs, and compliance checks.
- IT Support ensures system security through monitoring, updates, and backup strategies.