Application Development

Bank Application

Batch -07

Batch -07

Table of Contents

**Bank Application – Company Overview** **2**

1.1 Introduction 2

1.2 Product Categories 2

1.3 Other Highlight………………………………………………………………………………………………………………………..2

1.4 Current Strategy & Implementation…………………………………………………………………………………………2

Customer Retention and End to End Automation **2**

1.5 Objective 2

1.5.1 Problem Handling 2

1.5.2 Performance Requirement……………………………………………………………………………………………………..3

1.6 Implementation Schedule…………………………………………………………………………………………………………….3

1. Bank – Company Overview
   1. Introduction

Bank App is a Banking application where several users want some account info and some loan related info in the form of website. Bank loans are one of the most common forms of finance for small and medium-sized enterprises.

* 1. Product Categories

Bank Application deal 3 product categories:

1. Home Loan

Rate of interest 6 %

Most of the Account holders will approach for home loan (~65)

1. Car Loan

Rate of interest 5%.

Average of Account holders will approach for car loan (~15).

1. Personal loan

Rate of interest 4%.

Less number of Account holders will approach for car loan (~15).

1.3 Other Highlights

Bank Application, established in the year 2022, has recorded substantial growth in terms of profit and market share (current market share in India is 8.9%, where in 2017 was 5.6% and in 2016 was 3.9%). But the market share of the company is not matching the overall Tele-density growth ratio in India, due to the limitations in the legacy system of the company.

* 1. Current Strategy & Implementation
* Giving attractive interest to customer to attract.
* Maintaining the individual accounts.
* Giving a Simple GUI which is easy to understand and use.

Customer Retention and End to End Automation

1.5 Objective

To retain the customer of Bank Application by helping implement the strategy leveraging the current implementation and enhancing it wherever required and increase profitability

1.5.1 Problem Handling

Problem Handling processes are responsible for receiving trouble reports from customers, resolving them to the customer's satisfaction and providing meaningful status on repair activity to the customer. They are also responsible for customer contact and support in relation to any service-affecting problems detected by the resources or through analysis, including proactively informing the customer and resolving these specific problems to the customer's satisfaction

* Isolate Customer Problem.
* Issue & Distribute Marketing Collaterals.
* Track Leads.
* Report Customer Problem.
* Track & Manage Customer Problem.
* Close Customer Problem Report.
* Create Customer Problem Report.

1.5.2 Performance Requirement

* Displaying account details and total balance with date
* Registering new customers.

1.6 Implementation Schedule

|  |  |  |
| --- | --- | --- |
| User Story | Status | Date |
| Home Page | Completed | 1/12/2022 |
|  |  |  |
| About us Page | Completed | 1/13/2022 |
| Contact us page | Completed | 1/14/2022 |
| Login Page | Completed | 1/12/2022 |
| Login Backend | Completed | 1/12/2022 |
| Registration | Completed | 1/09/2022 |
| Registration Backend | Completed | 1/09/2022 |
| Carousel | Completed | 1/09/2022 |
| Loan | Completed | 1/09/2022 |
| Account | Completed | 1/11/2022 |
| User Profile | Completed | 1/11/2022 |
| Routing | Completed | 1/14/2022 |
| Chat Box | Completed | 1/07/2022 |
| Rest Api | Completed | 1/12/2022 |
| Admin Login | Completed | 1/24/2022 |