06 JUNI 2023

FUNCTIONAL SPESIFICATION DESIGN

AP DEPOSITO SYARIAH PT. XYZ

PT. DATA SAINS INTEKNOVA

EAST SQUARE BUSINESS CENTRE

Jl. Pemuda No. 65 Rawamangun Jakarta Timur 13220

Telp: 021-82740286

Dokumen ini disiapkan dan diawasi oleh:



# PT. DATA SAINS INTEKNOVA

East Square Business Centre Jl. Pemuda No. 65 Rawamangun Jakarta Timur 13220 – Indonesia

# FUNCTIONAL SPESIFICATION DESIGN

Aplikasi Deposito Syariah

Nomor Dokumen: PDC/SIM/VII-23/001 Disiapkan untuk:



# PT. XYZ

Jl. Medan Merdeka Sel., RT.11/RW.2, Gambir

Jakarta Pusat 10110 – Indonesia

2023

**LEMBAR PERSETUJUAN**

Dokumen ini telah disetujui bersama oleh:

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| No | Nama | Posisi | Perusahaan | TTD |
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Dokumen ini menjadi acuan dalam pengembangan aplikasi AP Tracking di   
PT. XYZ

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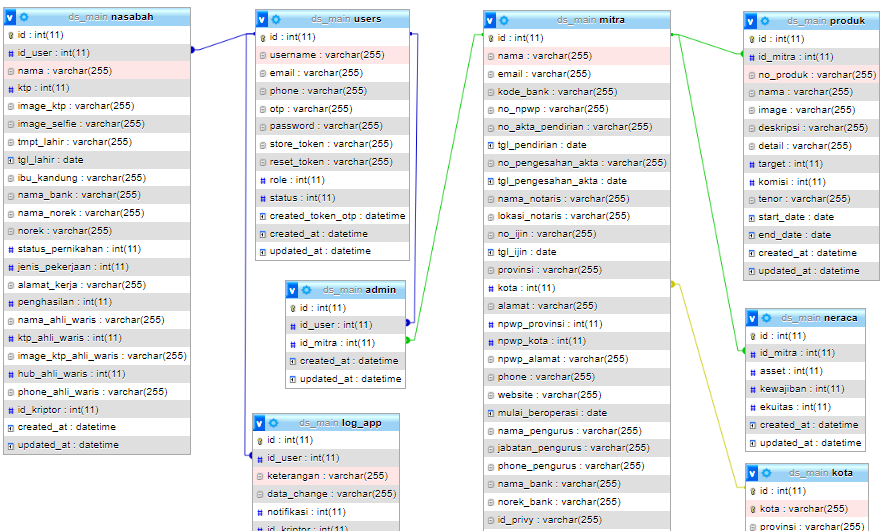
# Struktur Database

Aplikasi ini akan dibangun dengan teknis mirroring Database, yang bertujuan apabila Database mengalami gangguan, maka Database cadangan akan difungsikan.

Berikut struktur Database pada aplikasi ini

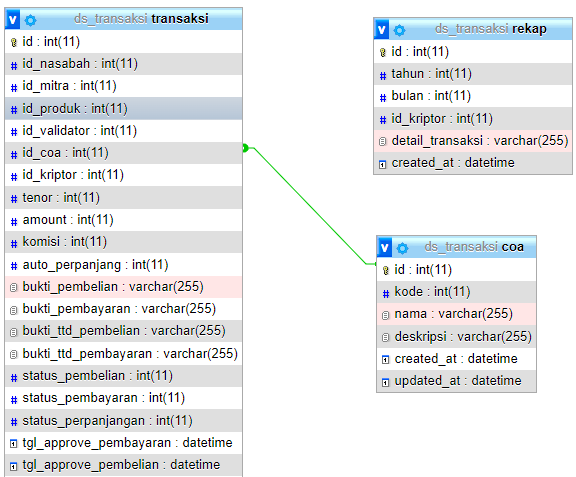
## Database Utama

Database ini berisikan data-data Mitra BPR, Nasabah, dan User-user yang bertugas sebagai Admin Aplikasi. Berikut strukturnya.



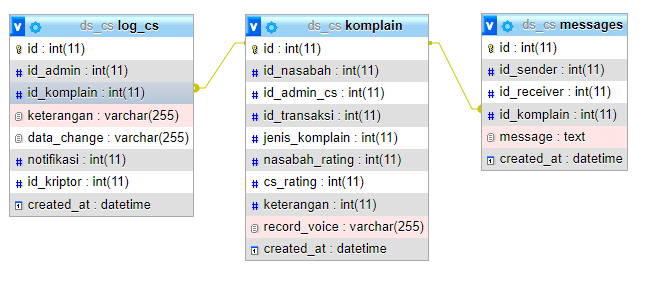
## Database Transaksi

Database ini berisikan data transaksi tiap mitra dan data rekap tiap bulan agar kalkulasi transaksi dapat dilakukan dengan lebih cepat.



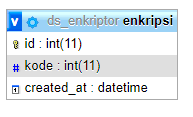
## Database Customer Service

Database ini berisikan data komplain nasabah, voice record, chat, dan penilaian layanan.



## Database Enkriptor

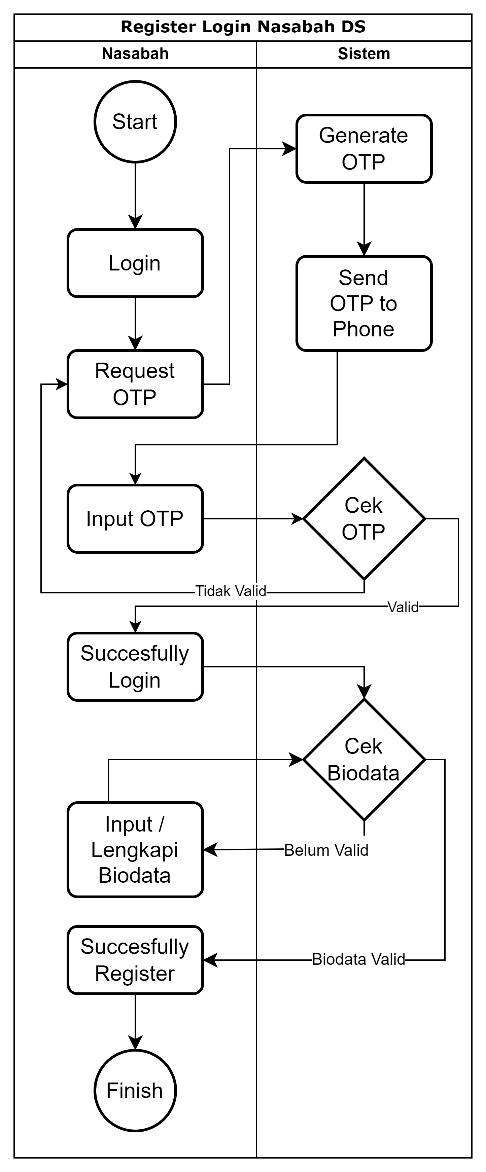
Database ini berisikan kode untuk enkripsi data.



# Bisnis Proses Aplikasi Deposito Syariah

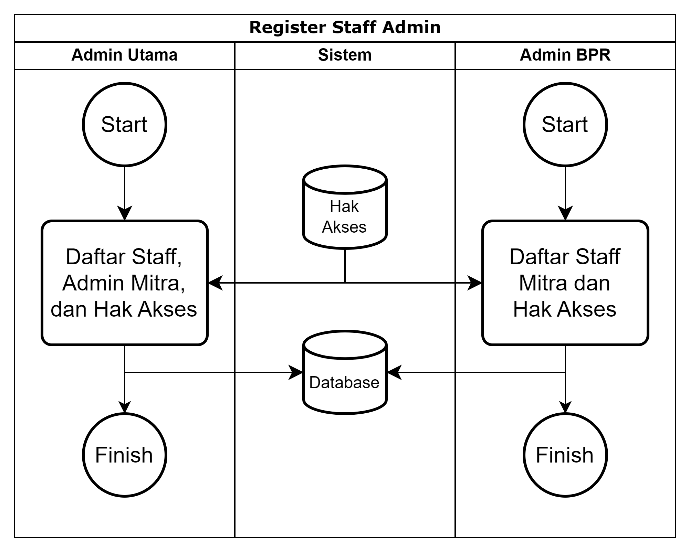
## Registrasi Nasabah

Berikut gambaran Bisnis proses untuk Registrasi Nasabah.



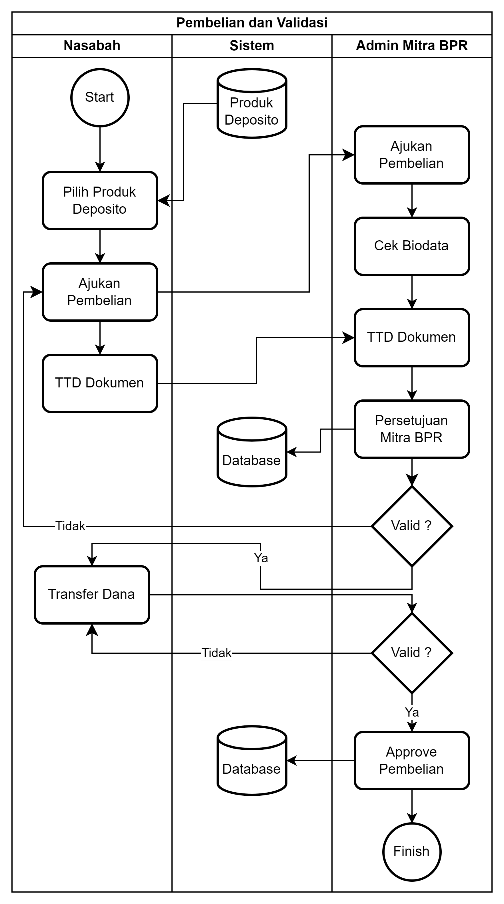
## Registrasi Admin Mitra dan Staff Mitra

Berikut gambaran Bisnis proses untuk Registrasi Admin Mitra dan Staff Mitra.



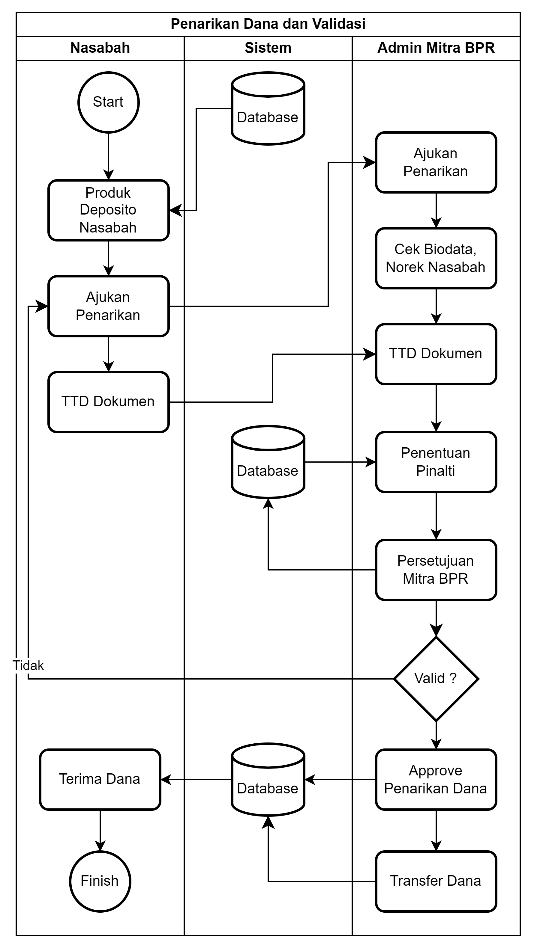
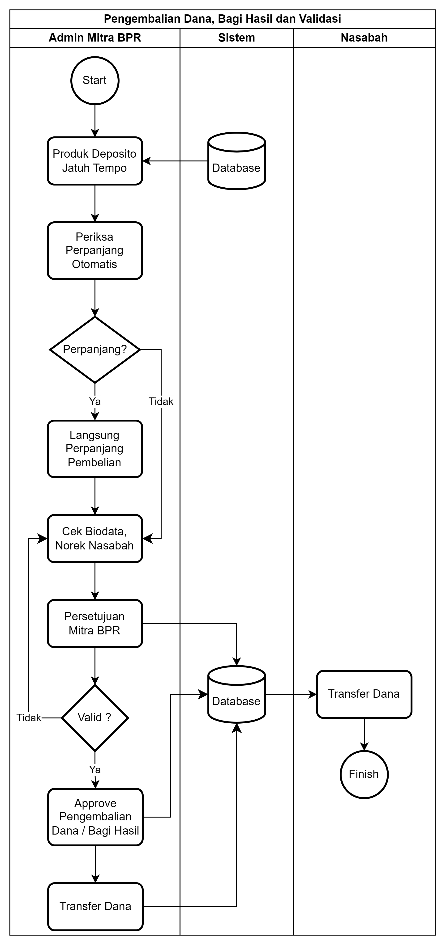
## Pembelian dan Validasi

Berikut gambaran Bisnis proses untuk Pembelian dan Validasi.



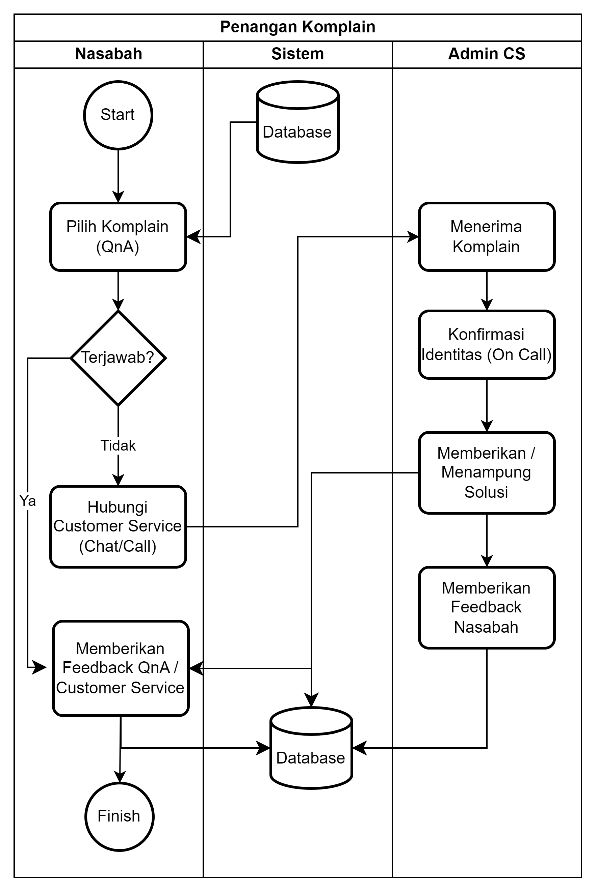
## Penarikan Dana dan Validasi

Berikut gambaran Bisnis proses untuk Penarikan Dana, Pengembalian Dana, Bagi Hasil dan Validasinya.

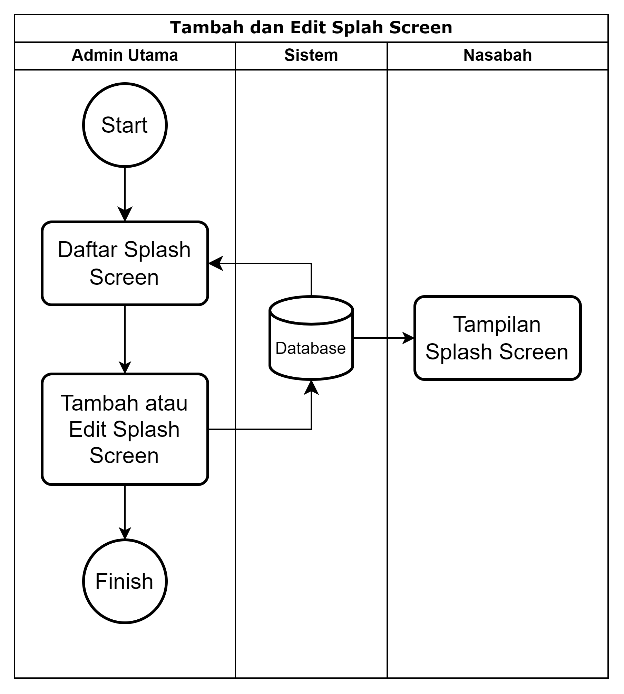
## Penanganan Komplain

Berikut gambaran Bisnis proses untuk Penanganan Komplain.



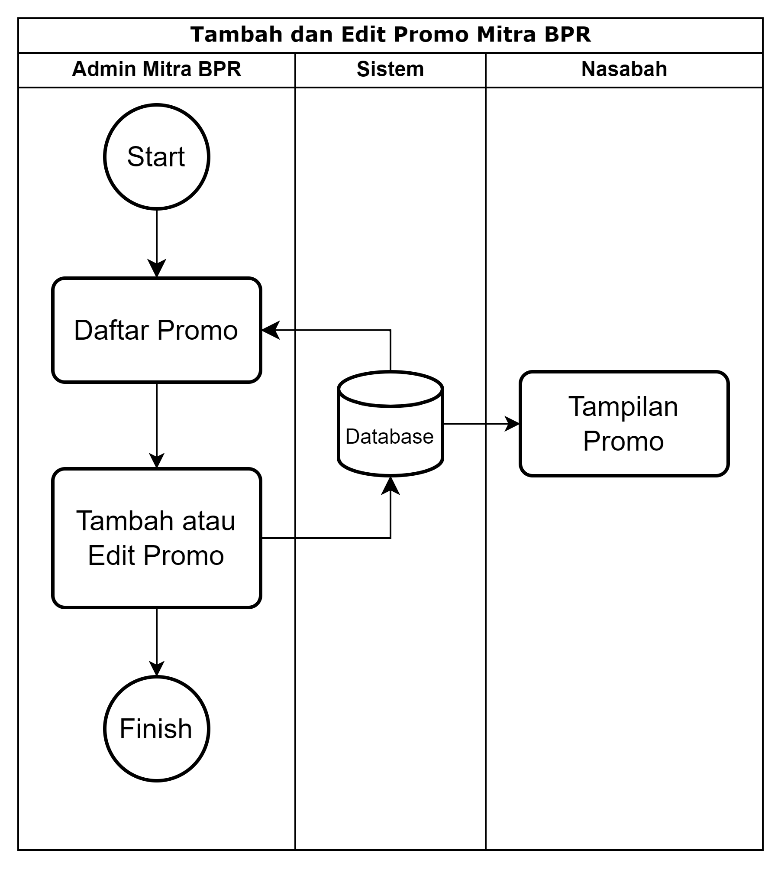
## Updating Splash Screen

Berikut gambaran Bisnis proses untuk Penambahan atau edit Splah Screen.



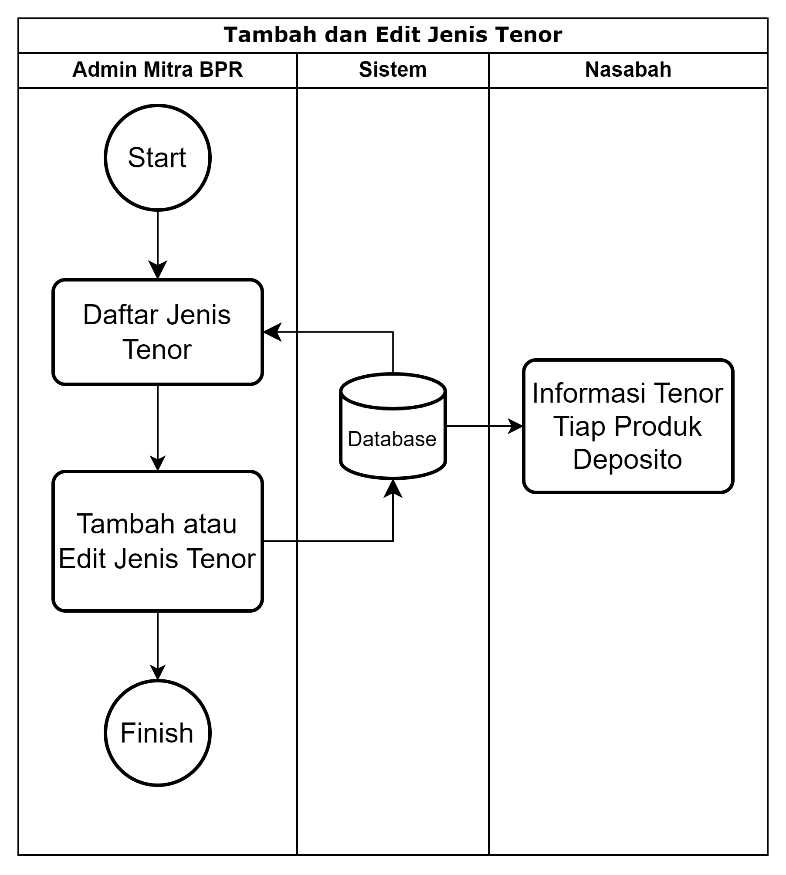
## Updating Promo Mitra BPR

Berikut gambaran Bisnis proses untuk Penambahan atau edit Promo Mitra BPR.



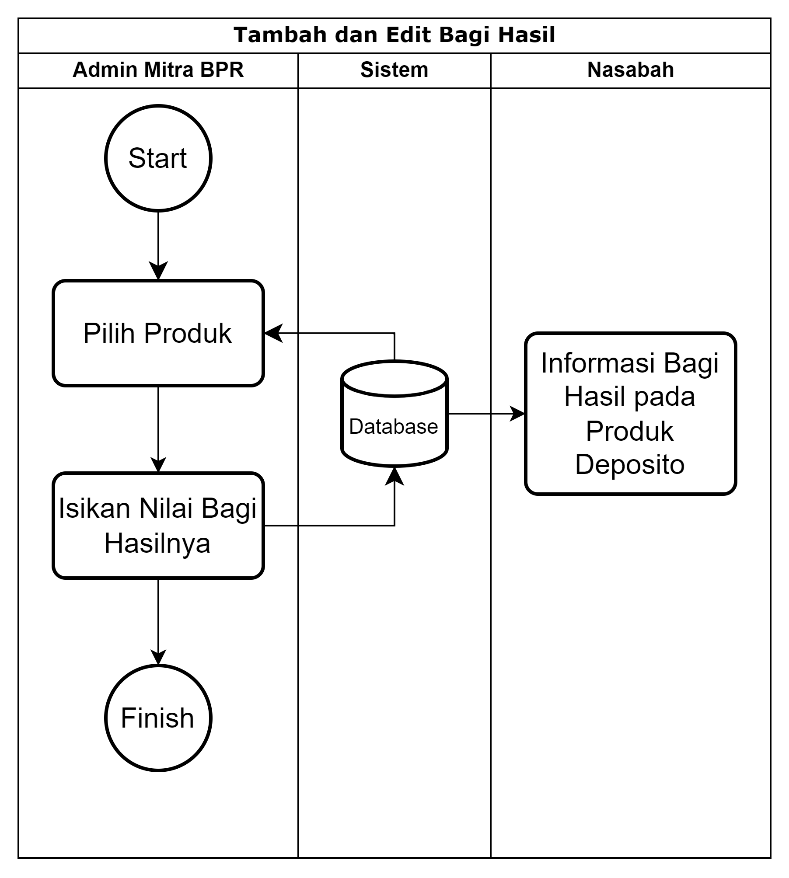
## Updating Tenor

Berikut gambaran Bisnis proses untuk Penambahan atau edit Tenor.



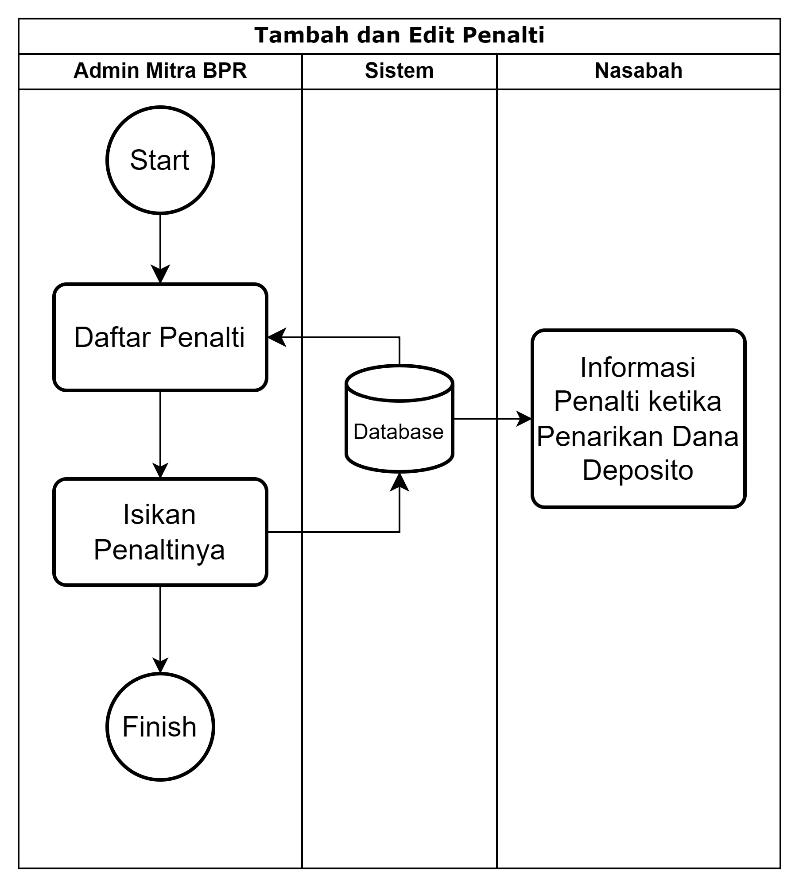
## Updating Bagi Hasil

Berikut gambaran Bisnis proses untuk Penambahan atau edit Bagi Hasil.



## Updating Penalti

Berikut gambaran Bisnis proses untuk Penambahan atau edit Pinalti.



# Login Page

Halaman ini melakukan login untuk semua pengguna ke aplikasi Deposito Syariah pada website dan aplikasi mobile.

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Dari halaman ini user nantinya bisa diberikan akses sesuai dengan role masing-masing user.

Untuk admin login menggunakan username / email, sedangkan nasabah login menggunakan no selular.

# Register Mitra Page

Halaman ini digunakan untuk pendaftaran sebagai Mitra di aplikasi Deposito Syariah pada website dan aplikasi mobile. Berikut Tampilannya

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# Register Nasabah Page

Halaman ini digunakan untuk pendaftaran sebagai Nasabah di aplikasi Deposito Syariah pada website dan aplikasi mobile. Berikut Tampilannya

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# Validasi Mitra BPR

Fungsi ini bertujuan untuk memeriksa Idenitas BPR. Jika data tersebut sudah lengkap dan valid, maka admin dapat memberikan validasi dan mengaktifkan Mitra BPR tersebut.

1. Tampilan Validasi Mitra BPR.

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# Validasi Nasabah

Fungsi ini bertujuan untuk memeriksa Idenitas Nasabah. Jika data tersebut sudah lengkap dan valid, maka admin dapat memberikan validasi dan mengaktifkan Nasabah tersebut.

1. Tampilan Validasi Nasabah.

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# Tambah Produk Deposito

Fungsi ini bertujuan untuk menambah produk deposito pada masing-masing Mitra BPR.

1. Tampilan Penambahan Produk.

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | Tambah Produk Deposito   |  |  | | --- | --- | | Kuota Deposito | Rp 10.000.000.000 | | Minimum Deposito | Rp 1.000.000 | | Tenor | v 1 bln  v 3 bln  v 6 bln  v 12 bln  x 24 bln | | Bagi Hasil per Tahun | 6% | | Tanggal Mulai |  | | Tanggal Berakhir |  |  |  | | --- | | Tambah | | |

# Daftar Deposito

Fungsi ini bertujuan untuk nasabah dapat melihat berbagai macam jenis deposito. Kemudian nasabah dapat melihat detail dan dapat mengajukan pembelian deposito.

1. Tampilan Produk Deposito.

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| |  |  | | --- | --- | | Deposito Syariah | | | **PT.xyz1**  Bagi Hasil 5%  Tenor 1-12 Bulan | Target Rp 1 M  Terkumpul Rp 200 Juta  Minimum Deposit Rp 5 Juta | | Dana TerKumpul dalam % | |  |  |  | | --- | --- | | **PT.xyz2**  Bagi Hasil 5%  Tenor 1-24 Bulan | Target Rp 2 M  Terkumpul Rp 800 Juta  Minimum Deposit Rp 2 Juta | | Dana TerKumpul dalam % | | |

Setelah di klik maka akan keluar detail seperti gambar dibawah.

# Pengajuan Pembelian

Fungsi ini bertujuan untuk Membeli Produk Deposito oleh Nasabah. Kemudian nasabah diminta untuk mentransfer ke rekening yang disediakan, upload bukti transfer dan menunggu konfirmasi admin 2x24jam agar admin BPR mengvalidasi pembelian tersebut. ARO bisa ada atau tidak tergantung pengaturan untuk produk ini.

1. Tampilan Pengajuan Pembelian.

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
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# Pengajuan Penarikan

Fungsi ini bertujuan untuk Menarik Dana Deposito Nasabah. Kemudian nasabah diminta menunggu konfirmasi admin 2x24jam agar admin BPR memproses penarikan Dana tersebut.

1. Tampilan Pengajuan Penarikan Diluar Jatuh Tempo.

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
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# Validasi Pengajuan Pembelian

Fungsi ini bertujuan untuk memeriksa Pengajuan Pembelian Produk Deposito oleh Nasabah. Jika syarat-syarat tersebut sudah lengkap dan valid, maka admin mitra dapat memberikan validasi approve untuk proses pembelian tersebut.

1. Tampilan Validasi Pengajuan Pembelian.

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | Daftar Pengajuan Pembelian   |  |  | | --- | --- | | Nama Nasabah | Pending | | Rp 100.000.000 | 3 Bulan | | Bagi Hasil 6% | ID Produk |  |  |  | | --- | --- | | Nama Nasabah | Approve | | Rp 10.000.000 | 6 Bulan | | Bagi Hasil 6% | ID Produk |  |  |  | | --- | --- | | Nama Nasabah | Pending | | Rp 20.000.000 | 1 Bulan | | Bagi Hasil 6% | ID Produk |  |  |  | | --- | --- | | Nama Nasabah | Approve | | Rp 30.000.000 | 3 Bulan | | Bagi Hasil 6% | ID Produk | |  | Detail Pembelian   |  |  |  |  | | --- | --- | --- | --- | | **Nama Nasabah** | |  | | |  | |  | | | **PT. Mitra BPR xyz** | |  | | | **Produk** | |  | | | Pilihan Tenor | | Bagi Hasil | | | 3 Bulan | | 6% | | |  | |  | | | Pengajuan Deposito | | Rp 10.000.000 | | | Status Pengajuan | | Menunggu Validasi | | | Upload Bukti Transfer | | Xyz.jpeg | | |  | |  | | | **Aktifkan ARO** | | Yes/No | | | Automatic Roll Over (ARO) atau Perpanjang Otomatis adalah fitur untuk memperpanjang langsung deposito. | | | | |  | |  | | |  | |  | | | **Detail Validasi** | |  | | | **V** | Pengajuan Pembelian | | | **V** | Periksa BioData | | | **V** | TTD Persetujuan | | | **X** | Persetujuan BPR | | | **X** | Transfer Pembelian | | | **X** | Status Aktif | | |  |  | | | |

# Validasi Pembayaran WD

Fungsi ini bertujuan untuk memeriksa Pembayaran Produk Deposito oleh Admin Mitra BPR. Jika syarat-syarat tersebut sudah lengkap dan valid, maka admin mitra dapat memberikan validasi approve dan dilanjutkan untuk proses transfer. Keterangan ARO hilang jika Nasabah tidak menyetujui untuk ARO.

1. Tampilan Validasi Pembayaran WD.

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
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# Validasi Penarikan Dana Deposito

Fungsi ini bertujuan untuk memeriksa Penarikan Dana Deposito oleh Admin Mitra BPR. Jika syarat-syarat tersebut sudah lengkap dan valid, maka admin mitra dapat memberikan penalti denda, validasi approve dan dilanjutkan untuk proses transfer.

1. Tampilan Validasi Penarikan Dana Deposito.

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# Detail Nasabah

Tampilan ini bertujuan untuk memberikan informasi Neraca Mitra BPR.

1. Tampilan Detail Nasabah.

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
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# Detail Mitra BPR

Tampilan ini bertujuan untuk memberikan informasi Neraca Mitra BPR.

1. Tampilan Detail Mitra BPR.

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
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# Dashboard Nasabah

Tampilan ini bertujuan untuk mendapatkan informasi awal Nasabah, selain itu ada informasi promo dan deposito.

1. Tampilan Dashboard Nasabah.

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
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| |  |  |  | | --- | --- | --- | |  |  | Nama Nasabah | |  |  |  | | | **Menu** |  | Promo | | | Dashboard | | Promo | | Daftar Deposito |  |  | | | Portofolio |  | Top Produk Deposito | | | Profile | | Notifikasi | | Q & A |  |  | | | Keluar |  | Daftar Deposito | | |  | |  | |

# Dashboard Mitra

Tampilan ini berfungsi untuk mendapatkan informasi yang telah di himpun dari transaksi yang telah terjadi.

1. Tampilan Dashboard Mitra BPR.

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
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| PT Xyz   |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | Neraca  Rp 50 M |  | | Total Deposito  Rp 10 M | |  | Jumlah Transaksi | |  | | | | | | | | | **Menu** | |  | | Grafik Investasi | | | | | Dashboard | | | Promo Anda | | | Daftar Produk | |  | |  | | | | | Penjualan | |  | | Top Produk Deposito | | | | | Pembayaran | | | Notifikasi | | | Norek Penampung | |  | |  | | | | | Q & A | |  | | Top Nasabah | | | | | Keluar | | |  | | |  | |  | |  | | | | |  | |  | | ??? | | | | |

# Log / Notifikasi Mitra dan Nasabah

Tampilan Log / Notifikasi berfungsi untuk mencatat kegiatan yg terjadi pada aplikasi.

1. Tampilan Log / Notifikasi Nasabah.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| |  |  |  |  |  | | --- | --- | --- | --- | --- | | Notifikasi   |  | | --- | | Pembelian Deposito Menunggu Validasi dari Admin | | Pembelian Deposito Sudah Aktif | | Pembelian Dibatalkan | | Lihat Semua… | | |

1. Tampilan Log / Notifikasi Admin Aplikasi dan Admin Mitra BPR.

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | Notifikasi   |  | | --- | | Pembelian Deposito Menunggu Validasi dari Admin | | Pembelian Deposito Sudah Aktif | | Pembelian Dibatalkan |   Daftar Log Deposito Syariah.   |  |  |  |  | | --- | --- | --- | --- | | No | Log | Waktu | User | | 1 | Pembelian Deposito dengan nomor DS-01022220 telah divalidasi valid oleh Admin BPR | 2023/06/05, 10:00 | Admin | | 2 | Pembelian Deposito dengan nomor DS-01024320 telah divalidasi tidak valid oleh Admin BPR | 2023/06/03, 15:00 | Staff | | 3 | Pembatalan Pembelian Deposito dengan nomor DS-01099220 telah dibatalkan oleh Nasabah. | 2023/06/01, 17:00 | Admin | | |

# Portal Web

Tampilan ini berfungsi untuk mendapatkan informasi awal terkait aplikasi Deposito Syariah.

1. Portal Web Deposito Syariah.

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
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| |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | | Logo | Home | Produk | | Kelebihan | | About | | Login/SignUp | |  | | | | | | | | | | Splash Screen / Promo2 | | | | | | | | | | Fitur 1 | | | Fitur 2 | | | | Fitur 3 | | | ??? | | | | | ??? | | | | |  | | | | |  | | | | | Copyright | | | | | Versi 1.0 | | | | |

1. Tampilan Login CMS Portal Web.

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | | Login   |  | | --- | | Username | |  | | Password | |  | |  | |  | | Login | | |

1. Tampilan CMS Portal Web.

Tujuannya untuk mengatur tampilan dan informasi pada Portal Web.

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| |  |  | | --- | --- | | Content Management | Halaman Pengaturan | | Page | | Main Page | | Struktur Page | | Keluar | |  | |

# Customer Service

Tampilan ini berfungsi untuk menampilkan informasi komplain berupa chat maupun voice call.

1. Tampilan Login.

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | Login   |  | | --- | | Username | |  | | Password | |  | |  | | Login | | |

1. Tampilan Dashboard.

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
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| |  |  |  |  |  | | --- | --- | --- | --- | --- | |  |  | Nama Customer Service | | | |  |  |  | | | | | **Menu** |  | Komplain  5 Nasabah | Close  4 Nasabah | Rating  4.8 Stars | | | Dashboard | | Komplain | | Customer |  |  | | | | |  |  | Daftar Komplain | | | | |  | |  | | Keluar |  |  | | | | |

# Kriptor Engine, Monitoring Services, dan Database

Tampilan ini berfungsi untuk menampilkan informasi komplain berupa chat maupun voice call.

1. Tampilan Login.

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | | Login   |  | | --- | | Username | |  | | Password | |  | |  | |  | | Login | | |

1. Tampilan Dashboard.

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| |  |  |  | | --- | --- | --- | |  |  | Admin | |  |  |  | | | **Menu** |  | Grafik | | | Dashboard | | Services | | Database |  |  | | | Kriptor Engine |  | Daftar Database (Status) | | |  | |  | |  |  |  | | | Keluar |  | Daftar Services (Status) | | |  | |  | |