

Software Requirements Specification

for

CUSTOMER CARE DATABASE

Version 1.0 approved

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1. Introduction

1.1 Purpose

The primary purpose of this document is to provide support information and an overview regarding the Customer Database Project for Financial Institutions. It attempts to explain the primary functionality and features of the aforementioned product from a broad perspective.

1.2 Intended Audience and Reading Suggestions

While the software requirement specification (SRS) document is written for a more general audience, this document is intended for:

- Developers who can review project's capabilities and more easily understand where their efforts should be targeted to improve or add more features to it (design and code the application – it sets the guidelines for future development).
- Project testers can use this document as a base for their testing strategy as some bugs are easier to find using a requirements document. This way testing becomes more methodically organized.
- Developers and Testers are encouraged to have a pre-requisite knowledge regarding Database Design and SQL functionalities/queries.
- End users of this application who wish to read about what this project can do.

This document need not be read sequentially. Users are encouraged to jump to any section they find relevant.

1.3 Product Scope

The primary purpose of this Customer Care Database is to meet the expectations of the customers with regards to an array of services/queries spanning over a wide variety of Financial Institutions. In addition to that it also aims to provide customers with constructive solutions for a user-friendly and hassle-free experience for their desired query/service. This product also aims to understand the queries of the customers and ensure that they enjoy a cost-effective and flawless experience with respect to their service. It furthermore enables the Service Providers to gain better insights with regards to the usability of their products which in turn helps them improve their services/products and makes them more efficient.

2. Overall Description

2.1 Product Perspective

Users can get information regarding their account/balance after validating their account and can furthermore transfer money to other valid accounts. In addition to that customers can also block their existing accounts in case of extraordinary events. Other general queries within the purview of the system shall also be catered to. Administrators would have access to the entire database in order to maintain information integrity throughout the database. Service Providers would have a lower sense of privilege with regards to the Admin and can only modify/provide information when prompted by the user.

2.2 Product Functions

This section provides the functional overview of the customer care database. Various functional modules that can be accessed by the user are:

1. Login
2. General Grievances
3. Get balance information
5. Customer info
6. *General Grievances*

2.3 Operating Environment

It'll require Windows 7,8, or 10, Linux, or Mac as the operating environment. The supported browsers are Google chrome 44+, Firefox 40+, and safari 7+.