Service Request – Microservice Specification

# Service Overview

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| **Name** | Service Request (CRM Microservices) |
| **Description** | จัดการคำร้องจากลูกค้าในงานบริการของ Staff |
| **Stakeholder** | Bank Staffs, Call Center, Back Office |
| **Tech Stack** | Java 21, Spring Boot, PostgreSQL |
|  |  |

# Data Model

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| --- | --- |
| **Models** | **Information** |
| ServiceRequest | User issue information and tracking status of issue |

# Dependencies

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| --- | --- |
| **Name** | **Information** |
| Customer Service | To validate customer accounts. |
| Back Office Service | Forward requests to back-end office who need to fix the issue. |

# API Specifications

API Via Postman Collection [Click Here](https://www.postman.com/team18-9049/workspace/lab04/collection/48867-9efdcef9-6f65-451f-a211-ebdc5214e2d1?action=share&creator=48867) or visit

https://www.postman.com/team18-9049/workspace/lab04/collection/48867-9efdcef9-6f65-451f-a211-ebdc5214e2d1?action=share&creator=48867