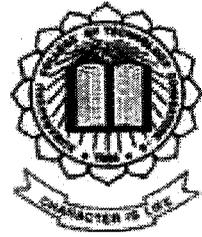# DOCUMENT AND WORKFLOW SYSTEM IN BANK ACCOUNTS

By

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A PROJECT REPORT

Submitted to the

FACULT Y OF INFORMATION AND COMMUNICATION ENGINEERING

*In partial fulfillment of the requirements*

For the award of the degree

Of

MASTER OF COMPUTER APPLICATIONS

ANNA UNIVERSITY

CHENNAI 600 025

July, 2008

BONAFIDE CERTIFICATE

Certified that, this project report titled **"Document and Workflow System for Bank Accounts"** is the bonafide work of **Ms. Rositta E Raphael** (Registration Number: 71205621037) who carried out the research under my supervision. Certified further, that to the best of my knowledge the work reported herein does not form part of any other project report or dissertation on the basis of which a degree or award was conferred on an earlier occasion on this or any other candidate
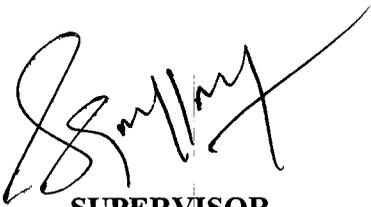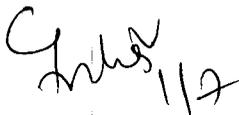
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INTERNAL EXAMINER

EXTERNAL EXAMINER

WIPRO

Applying Thought

April 23, 2008

PROJECT COMPLETION CERTIFICATE

This is to certify that **Ms. Rositta Raphael** bearing trainee id no. **748277** student of final semester MCA from **Kumarguru College of Technology, Coimbatore** bearing **Roll no. 05MCA37 (71205621037)** has completed the project entitled **Document and Workflow System for Bank Accounts** at Wipro Technologies, EC4, T-17, First Floor, C wing, Bangalore 100 under my guidance from December 10, 2007 to April 24, 2008 for academic requirements of her post graduation. We have observed that her work has been excellent and appreciate her sincere learning. She has performed the project with energy and enthusiasm.

I wish her all the best for all her future endeavors. This letter is issued based on her request.

Vivek Srivastava
Project Manager

ABSTRACT

The main aim of the system is to automate the steps in Bank accounts. To make this possible an extensible framework called FileNet P8 for building Enterprise Content Management solutions. It enables the organizations to manage the complex processes and essential content that drive their businesses. The FileNet P8 family of products includes back-end services, development tools and applications that address enterprise content and process management requirements. Content Engine is designed to handle the heavy demands of large enterprise content. Process Engine components allow you to create, modify and manage workflows implemented by applications, enterprise users or external users.

This project implements mainly Business Process Management and Content Management. In order to make it possible at first a Workflow is designed which consists of series of process steps connected together by series of routes, which define the sequence in which the steps are executed. There are mainly four steps involved.
They are:-

1. **Notification**
2. **Allocation**
3. **Verification**
4. **Approval**

The product is used by following people.

- Clerk
- Allocator
- Verifying Officer
- Field investigator
- Manager

1. Notification

In this step the actor included i.e. the clerk notifies each new request to open a new account as a new case. All the available details will be entered by the clerk along with the supporting documents added as scanned attachments and are sent to the allocator's inbox.

2. Allocation

In this step, allocator takes out each case and checks whether all the necessary documents are present or not. If at all the allocator finds all the documents are there then this case is forwarded to the verifier's Inbox. If it's the other way then this case is moved to the Pending Inbox of the allocator itself which needs reconsideration at a later point of time.

3. Verification

In this step, the verifier verifies whether all given information is genuine or not. In scenarios in which if the information provided is doubtful then the case is forwarded to Field Investigator's Inbox. The Field Investigator investigates the case and forwards the response to the Verifier. The Verifier then forwards the genuine cases to Manager's Inbox for Approval. The fake cases will be rejected and cease to existence.

4. Approval

In this step, manager sorts out each case and based on the reports given by the Verifier the manager decides whether the account should be opened or not. If at any point manager feels the case is not genuine, he can reject the case. In the remaining scenario manager accepts the case and thus a new bank Account is opened.

ACKNOWLEDGEMENT

First and foremost I thank God for his good will and blessings showered on me throughout the project. The success of this project needs cooperation and encouragement from different quarters. Words are inadequate to express my profound and deep sense of gratitude to those who helped me in bringing out this project successfully.

I wish to express my deep unfathomable feeling of gratitude and indebtedness to **Dr. Joseph V. Thanikal, Ph.D, Principal – Kumaraguru College of Technology, Coimbatore** for the successful completion of the project work.

I am very gladly taking this opportunity to express a special word of thanks to **Dr. M. Gururajan M.Sc., Ph.D, Head of the Department, Kumaraguru College of Technology, Coimbatore** for encouraging me to do this work.

I am very much indebted to **Mrs V.Geetha, M.C.A, Kumaraguru College of Technology, Coimbatore** for her assistance, guidance and support given to me throughout my project.

I am very much indebted to **Mr S.Ganesh Babu , M.C.A.,Kumaraguru College of Technology, Coimbatore** for his complete assistance, guidance and support given to me throughout my project.

It's always a pleasure and privileges to be associated with a prestigious outstanding esteemed organization **"Wipro Technologies Ltd",** Bangalore. I am very happy and grateful to be a part of **Wipro.** My hearty thanks to my Project mentor **Mr.Sumit Ghosh** (Team Leader) **and Mr.Kishor Kumar** (Consultant) of Wipro Technologies Ltd, for their valuable guidance throughout the project. Also, I am grateful to my parents and friends who were the real source of my project.

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INTRODUCTION

CHAPTER 1

INDRODUCTION

1.1 ORGANIZATION PROFILE

Wipro was the first Indian Company to embrace Six Sigma, the first software services company in the world to achieve SEI CMM Level 5 and it also became the world's first organization to achieve PCMM Level 5 (People Capability Maturity Model) and the first outside USA to receive the IEEE Software Process Award.

Wipro is today ranked among the top 100 Technology companies globally. Wipro's complete range of IT Services addresses the needs of both technology and business requirements to help organizations leverage leading – edge technologies for business improvement.

Wipro takes charge of the IT needs of the entire enterprise. The gamut of services extends from Enterprise Application Services (CRM, ERP, e-Procurement and SCM), to e-Business solutions. Wipro's enterprise solutions have served and continue to serve clients from a range of industries Energy and Utilities, Finance, Telecom, Media and Entertainment.

Wipro provide comprehensive IT solutions and services including systems integration, Information systems outsourcing, Package Implementation, Software Application Development and maintenance, and research and development services to corporations globally.

- Wipro is the largest independent R&D Service Provider in the world.
- A strategic partner to five of the top ten innovative companies in the world.
- Only Indian company to be ranked among the top 10 global outsourcing providers in IAOP's 2006 Global Outsourcing 100 listing.
- Among the top 3 offshore BPO services provider in the world.

1.2 ABSTRACT

The main aim of the system is to automate the steps in Bank accounts. Content Engine is designed to handle the heavy demands of large enterprise content. Process Engine components allow you to create, modify and manage workflows implemented by applications, enterprise users or external users.

This project implements mainly Business Process Management and Content Management. In order to make it possible at first a Workflow is designed which consists of series of process steps connected together by series of routes, which define the sequence in which the steps are executed. This is made possible by getting the details from the customer and transforms the information in terms of Business Process. From this point the information becomes Digital content and is stored in the content Engine. Then the case is taken for verification and finally if information is found true then case is forwarded and a new account is opened.

1.3 PROBLEM DEFINITION

In existing scenario the contents are managed manually. Here FileNet comes into action which can handle business process as well as content management. To handle these, workflow according to the business needs are created and are launched.

In this project there are mainly 4 steps involved. They are Notification, Allocation, Verification, and Approval. The clerk enters all the available details at that point of time and sends it to the allocator to check whether all the documents are present or not. The allocator after checking the number of documents sends these to the corresponding verifier along with comments. The verifier then checks whether all the documents are genuine or not. If case is found genuine then he forwards this to manager along with the comments. If case is not genuine then the case is rejected. In certain scenario verifier opt for field investigation. In such cases the case is send for investigation. The verifier takes appropriate decision based on their Response. Finally the manager reconsiders the case. He can either accept or reject the case. If manager approves then a new account can be opened. The supporting documents will remain in the content engine.

SYSTEM ANALYSIS

CHAPTER 2

SYSTEM ANALYSIS

2.1 EXISTING SYSTEM

The existing system used to store all the hardcopy of the documents presented while opening a new bank account. The verifications of the files were done manually. At any point of time if certain records have to be retrieved and checked then manual search of documents is a very tedious job. There are also chances that documents might get missed out from the bundle.

The clerk initiates an account opening procedure and sends all documents to verifying officers. After verification all the document again goes to manager for approval. Once approved the file is closed.

2.1.1 Disadvantages of the existing system

The disadvantages of the existing system are as follows:-

- **Software**: - Software that doesn't support process and content management was used. Software was not used for the storing of documents

- **Store Documents**: - The documents were filed and stored as hardcopy. This in turn made search, retrieve and view of the document very complicated.

- **No centralization**: - The documents can be stored in a centre. So other centers had difficulty in accessing the same files.

- **Time consuming**: - The time and costs associated with employees searching for and filing paper documentations were very high.

- **Security**: - Security of the system was also very less.

2.2 PROPOSED SYSTEM

The proposed system is used to provide proper management of Account opening process in a bank. This will result in the paperless environment. This is made possible by implementing Business Process Management and Content Management.

Business Process Management is the systematic approach to improving organization's business processes. It is set of coordinated tasks and activities, conducted by both people and equipment that will lead to accomplishing a specific organizational goal. Content management is a set of processes and technologies that support the evolutionary lifecycle of digital Information. This digital information is often referred to as content or to be precise digital content. Digital Content may take the form of text files, multimedia files.

For this a workflow as below is designed.

Main Map
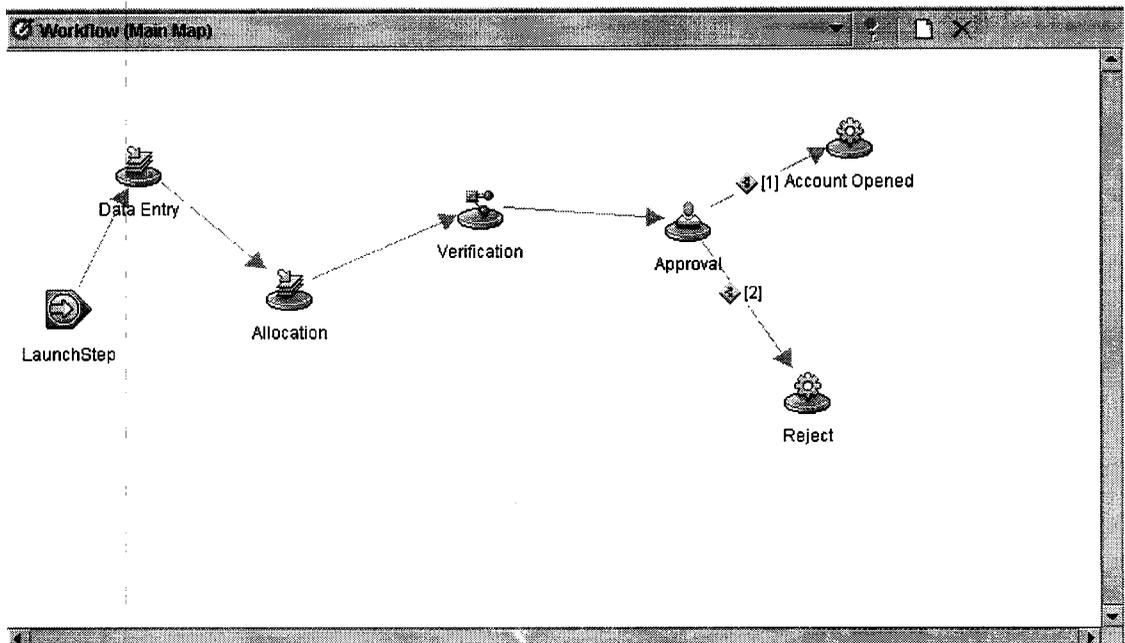
There are mainly four steps involved.

1. Notification

2. Allocation

3. Verification

4. Approval

Work management provides users with a set of tasks that they need to perform. Work is managed in several types of queues, which are database structures that hold work items like user's Inbox and public Inbox in workplace. System queues hold work items that are undergoing or waiting for certain processing by Process Engine. Here in this project we have 6 work queues. They are Data Entry, Allocation, Basic Verification, Savings Verification, Current Verification and Investigation. These are public work queues which share a public inbox. The private inbox is only for the Manager which is a participant.

The users are created in the Active Directory and among these; those added in the work queues have access to the system.

The system works as follows:-

- The process starts when clerk enters application details attaches the scanned documents of the supporting Documents.

- Now data capturing is over at the entry point. Now only digital content will remain.

- Now these details are sent to allocator's Inbox where in he checks whether all the necessary documents are present or not. If present the case will be forwarded to the corresponding verifiers Inbox. If not the details are preserved in the pending Inbox, which for later references.

- Each case is then routed to the corresponding verifier for verification. The verifier if finds the case doubtful sends it to the investigator.

- The Investigator verifies the information and sends back the response to the corresponding verifier.

- If verifier again checks the information available, and takes a decision either reject if found fake. Else he sends the case to manager's Inbox for Approval.

- The manager checks each case in the Inbox and if found genuine approves and an account is been opened successfully. If found doubtful he rejects the case and that case cease to existence.

- The workflow cease to existence at this point. But content remains in the content engine. In order to retrieve the details of the applicant they are stored in a table for later transactions.

2.2.1 ADVANTAGES OF THE PROPOSED SYSTEM

The main idea of the proposed system is to create a paperless office where all the documents are in electronic form and accessed from any place in the globe.

- **Software**: - FileNet APIs are used which provides effective content management and process management.
- **Store Documents**: - The documents are scanned and stored. This in turn help the system to search, retrieve, view and print the documents.
- **Workflow**: - The system creates a workflow first which helps in routing of documentation between departments.
- **Centralization:** - the documents can be stored in an external database and accessed any where in the globe.
- **Easy Access:** - Reduce the time and costs associated with employees searching for and filing paper documentation.
- **Cost Reduction:** - The cost can be reduced avoiding paper trails. Travelling across can also is reduced for data as the shortage is done globally.
- **Security:** - The system provides improvement to file Security/Compliance and better controls on the documents.

2.3 USER INTERFACE REQUIREMENTS

User Interface is required for the following modules.

- **Login:** - This module deals with the logging in of each user. It checks if the username and password is correct. If it is correct it checks the designation and displays the webpage accordingly.
- **Creating a new case:** - This module deals with creating a new account opening case. This User Interface collects all the details of the candidate and attaches the supporting documents.

- **Inbox:** - This is the place where unfinished work items remain corresponding to each user. The user selects each case from the inbox and completes the work item and thus forwarding to the next user in the workflow. Also while completing the work item an option is provided for writing comments to the next user in the workflow.

- **Pending Inbox:** - This shows the details of cases to be processed by each person when it's pending due to missing documents. This module is present only for allocator.

- **Search and Add Documents:** - It might happen that customer misses out certain documents in their first appearance to the bank. In such scenario the clerk enters all the available details then. Customer is given an option such that he can bring the missing documents at a later stage. In such scenario the clerk searches for the person and adds details to the existing record.

- **Search:** - Search can be performed by each users to find out particular case and process it.

CHAPTER 3

DEVELOPMENT ENVIRONMENT

3.1 HARDWARE ENVIRONMENT

Main Processor   : INTEL PENTIUM IV

RAM   : 2GB RAM

Hard Disk Capacity : 60 GB

Monitor   : HP17"

Keyboard   : HP 106 keys

Mouse   : HP Optical Scroll Mouse

3.2 SOFTWARE ENVIRONMENT

Operating System   : Windows NT 2000 Server

Programming language : JEE

Scripting Language   : Java Script

Tools   : Eclipse 3.2, Dream Weaver, Edit Plus

Server   : Weblogic

Database   : MS SQL Server 2005

Web Language   : JSP, HTML

PROGRAMMING ENVIRONMENT

FileNet P8

The FileNet P8 family of products include back – end service, development tools, and application that address enterprise content and process management requirements. FileNet P8 platform provides the baseline components for enterprise content management solution, including content engine, Process engine, Application Engine. These components address enterprise content management (ECM) and business process management (BPM) requirements. Additional components can be added to a system to enable additional capabilities. Content federation capabilities for accessing enterprise – wide content are Content Federation Services for Image Services, which enable application built on the P8 platform to natively access, IS documents. Records manager, FileNet P8 e-Forms, Email Manager, Capture, Process Analyzer, Process Simulator and Image Services Resource Adapter can be purchased for additional licensing fees. The FileNet P8 portlet component is made available at no extra cost and includes BEA Web Logic portlet and IBM Websphere Portlet.FileNet P8 platform includes Content Engine, Process Engine, and Application Engine.

Eclipse

Eclipse is a open source Integrated Development Environment(IDE) written primarily in Java. In its default form it is meant for Java Developers, consisting of the Java Development Tools(JDT).Eclipse employes plug-ins inorder to provide all its functionality on the top of (and including) the rich client platform, in contrast to some other applications where functionality is typically hard coded. The key to the seamless integration of tools with eclipse in the plug – ins.

BEA WebLogic

BEA WebLogic is a J2EE platform product Family that includes :

- A J2EE application Server, WebLogic Application Server.
- An enterprise portal, WebLogic portal
- An Enterprise Application Integration platform
- A transaction server and infrastructure, WebLogic Tuxedo

- A telecommunication platform, Weblogic communication platform
- A HTTP web server

BEA WebLogic Server Process Edition also includes Business Process Management and Data Mapping functionality.

Edit Plus

Edit Plus is a 32 bit text editor for the Microsoft windows operating system developed by Sangil Kim of ES-Computing.The editor contains tool for programmers, including syntax highlighting(and Support custom syntax files), file type conversions,line ending conversions, regular expressions for search-and –replace, Keystroke recording, spell check, full support for Unicode editing, customizable keyboard shortcut, auto completion, code folding ,and more.Files can be browsed and edited in tabs and internal file browser is implemented in the software.

Front – End Tools –JSP

Java Server Pages(JSP) is java technology that allows software developers to dynamically generate HTML,XML or other types of documents in response to a web client request. The technology allows java code and certain pre-defined actions to be embedded in to static content. JSPs are compiled into Java Servlets by a JSP compiler. A JSP compiler may generate a servlet in Java code that is then compiled by the java complier, or it may generate a servlet directly. Architecturally, JSP can be viewed as a high – level abstraction of servlets that is implemented as an extension of the Servlet 2.1 API.

SYSTEM DESIGN

CHAPTER 4

SYSTEM DESIGN

P - 2285

4.1 PROCESS MODEL

4.1.1 Usecase Diagram

A **usecase diagram** is used to present a graphical overview of the functionality provided by a system in terms of actors, their goals, represented as use cases and any dependencies between those use cases.
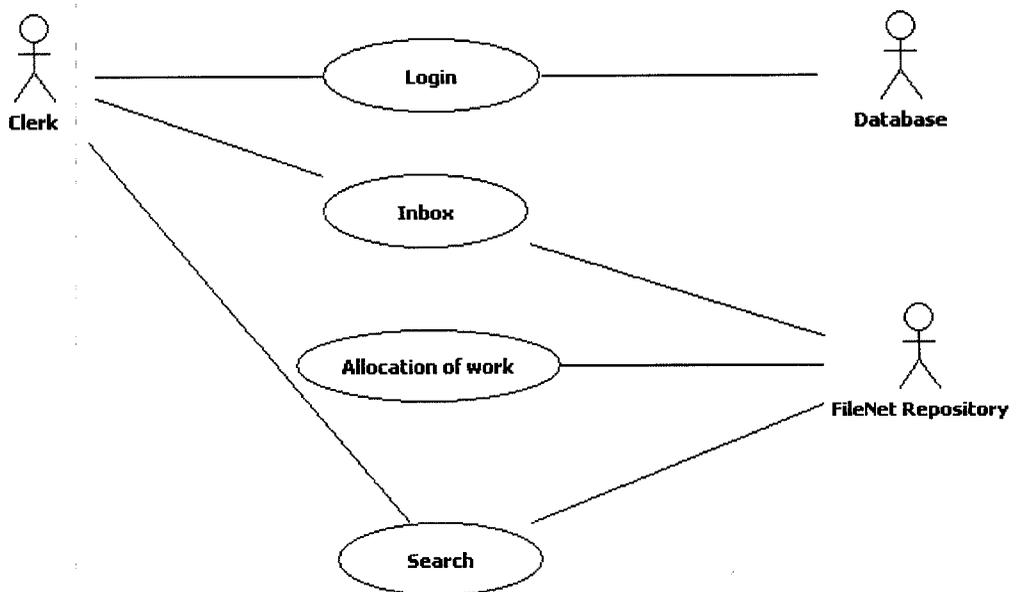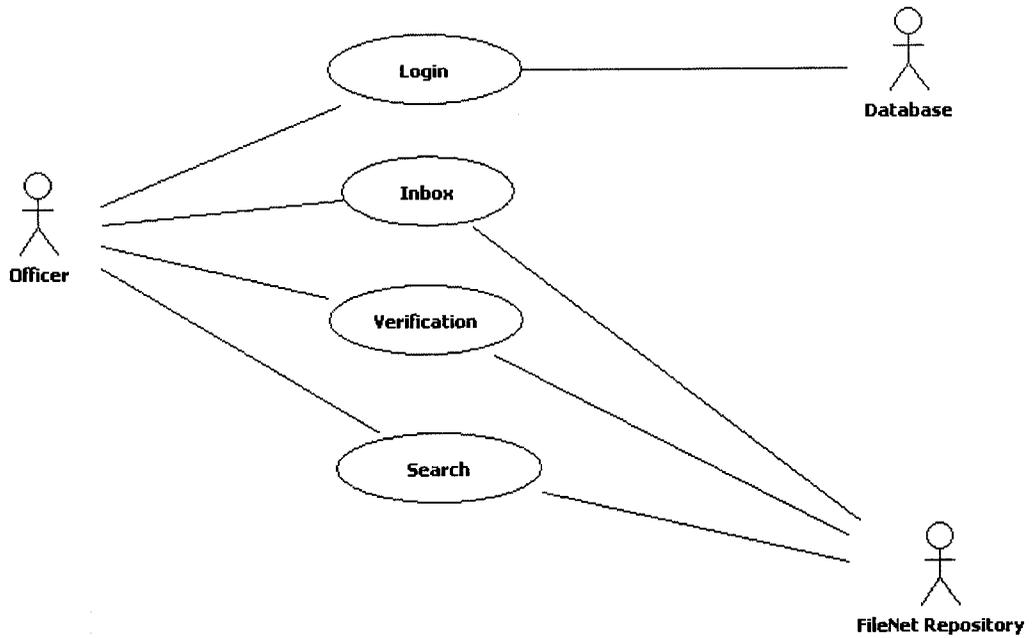
4.1.1.1: - Main Use Case Diagram
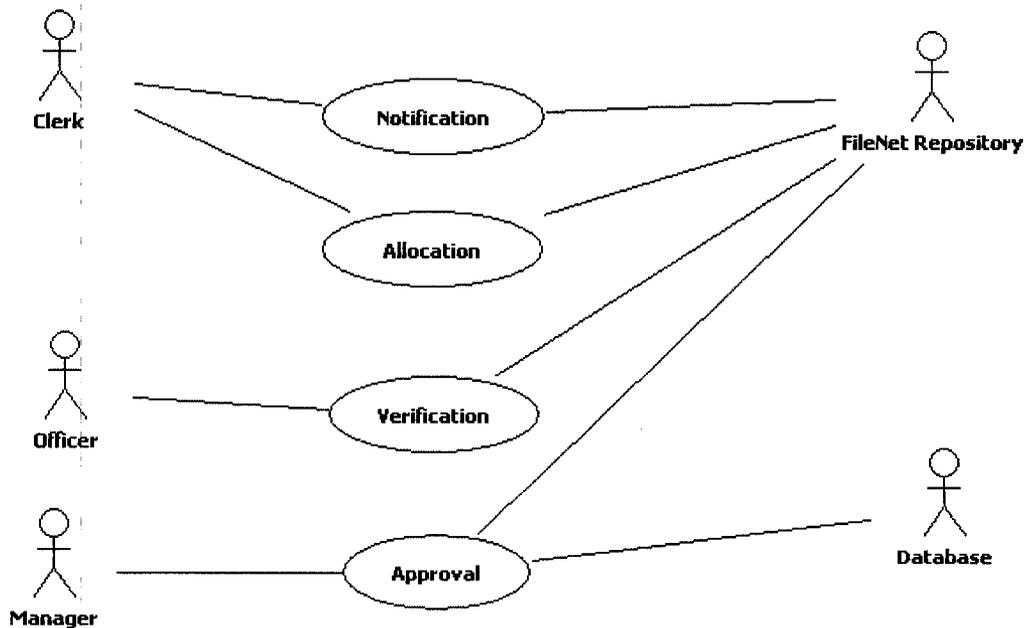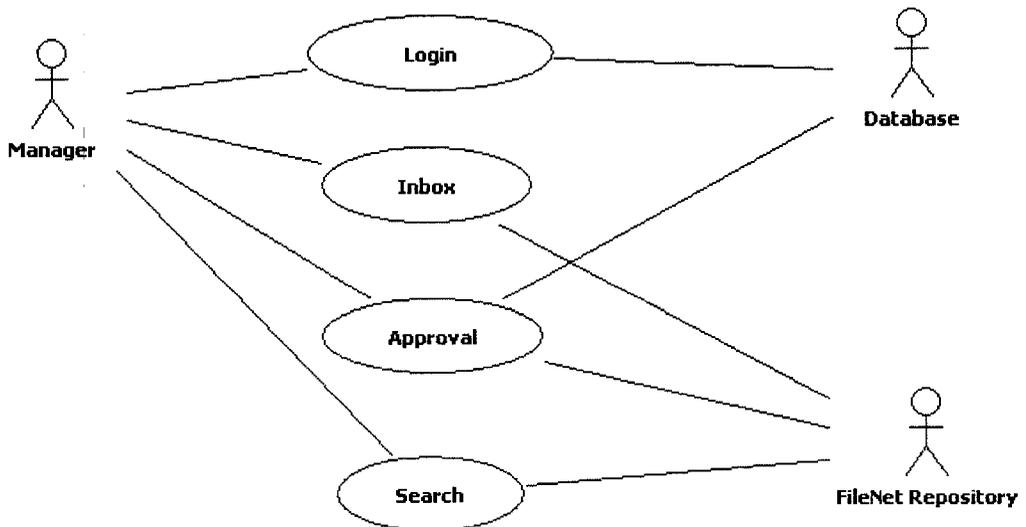
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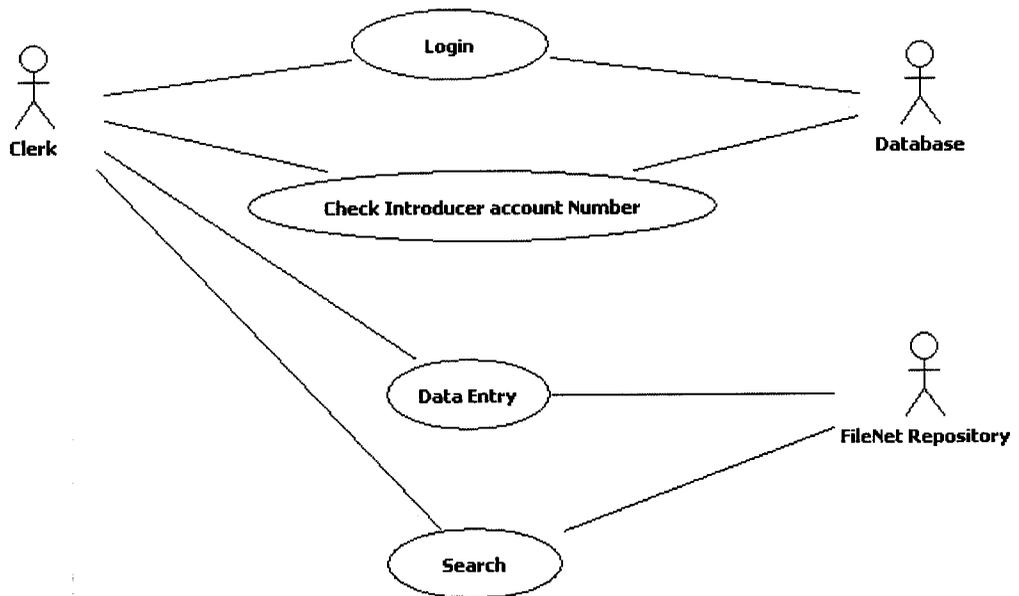
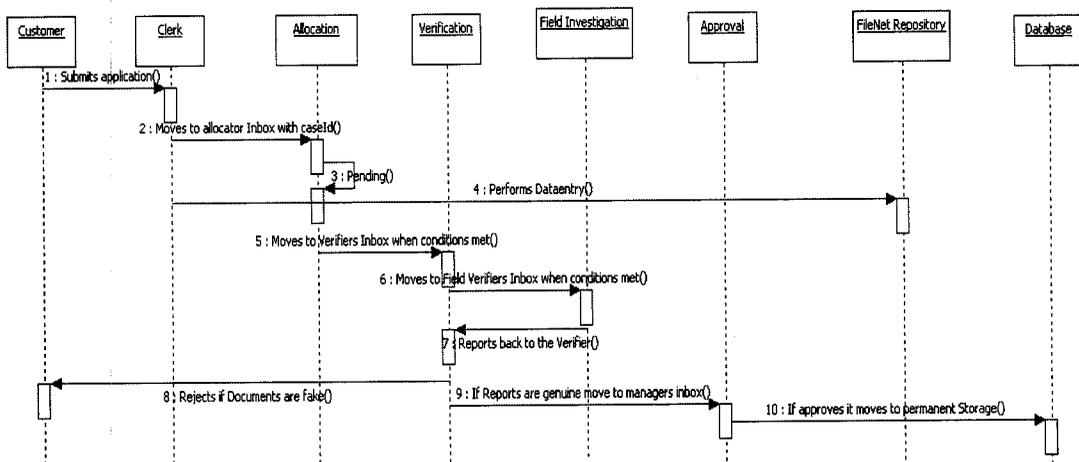## 4.1.1.3: - Allocation Use Case

4.1.1.4: - Verification Use case

4.1.1.5: - Approval Use Case

4.1.2 Sequence Diagram

A sequence diagram is a form of interaction diagram which shows objects as lifelines running down the page, with their interactions over time represented as messages drawn as arrows from the source lifeline to the target lifeline. Sequence diagrams are good at showing which objects communicate with which other objects; and what messages trigger those communications.

4.1.2.1: - Main Sequence Diagram

4.1.2.2: - Notification Sequence Diagram

Clerk | DataBase | FileNet Repository

1 : Username and password()

2 : Return if Login Credentials are correct or not()

3 : Checks whether the Reference Account Number is valid()

4 : Returns whether Reference Account No is valid or not()

5 : If Reference Account no is correct Clerk enter the details()
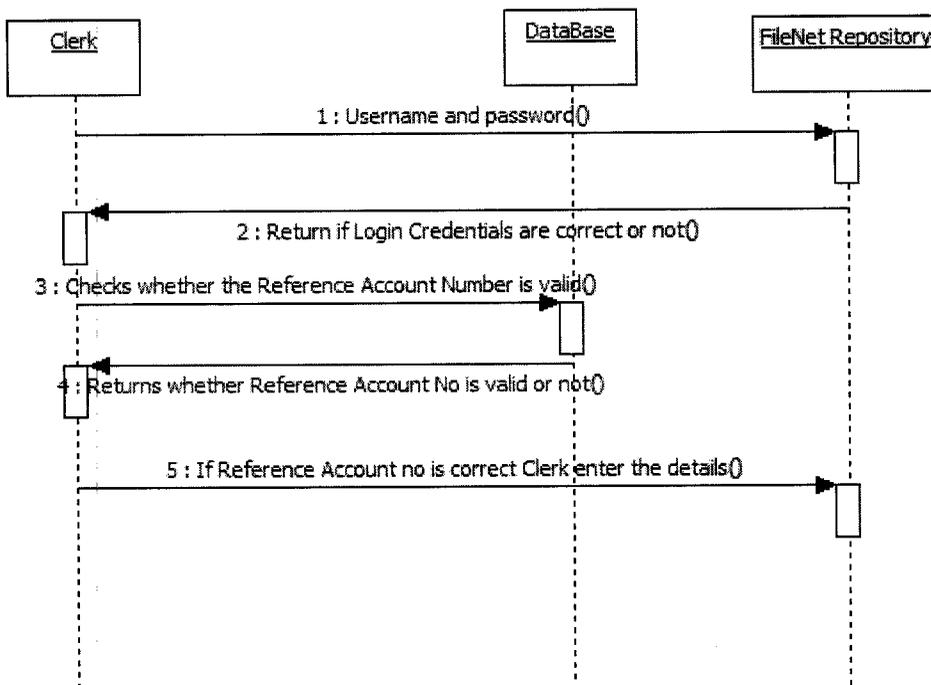
4.1.2.3: - Allocation Sequence Diagram
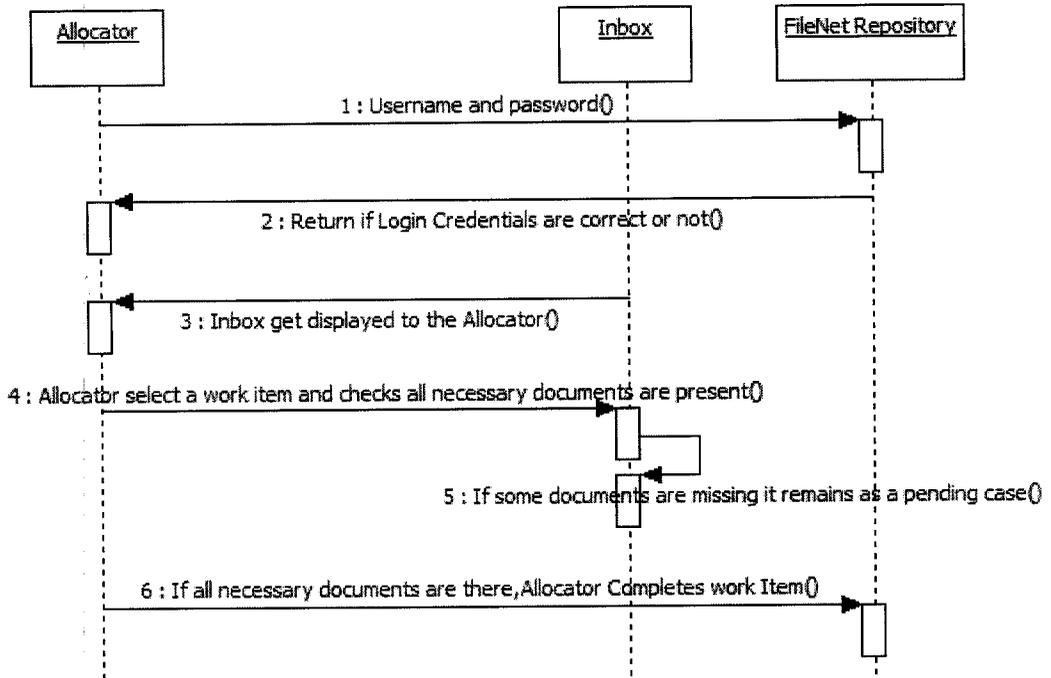
4.1.2.4: - Verification Sequence Diagram
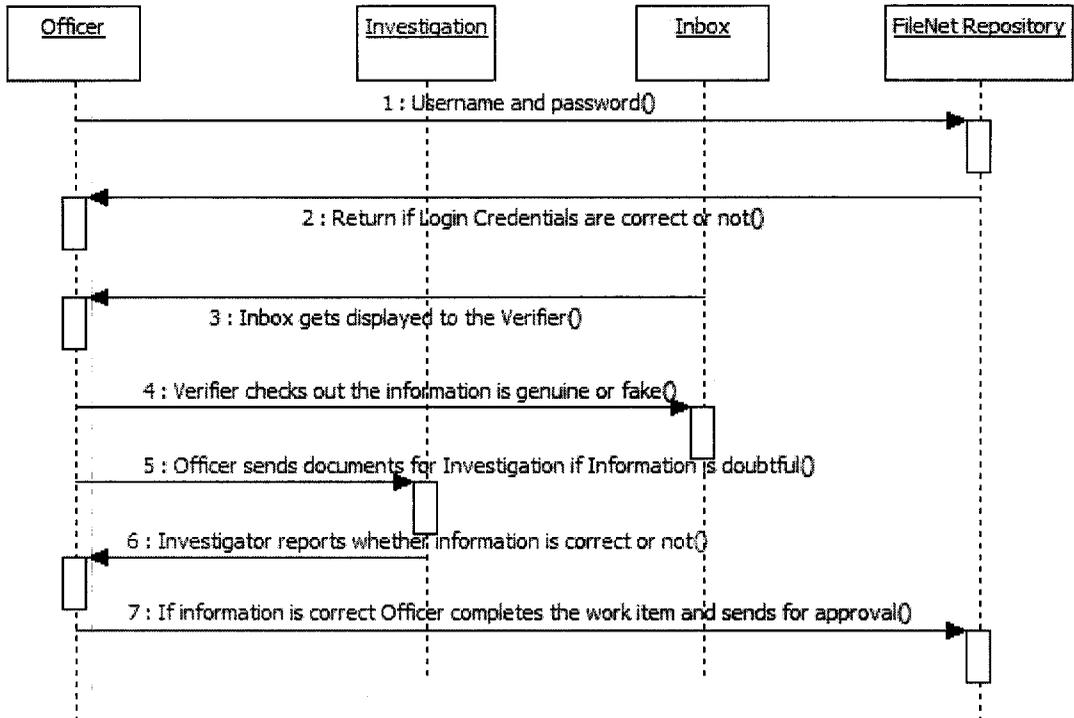
4.1.2.5: - Approval sequence Diagram
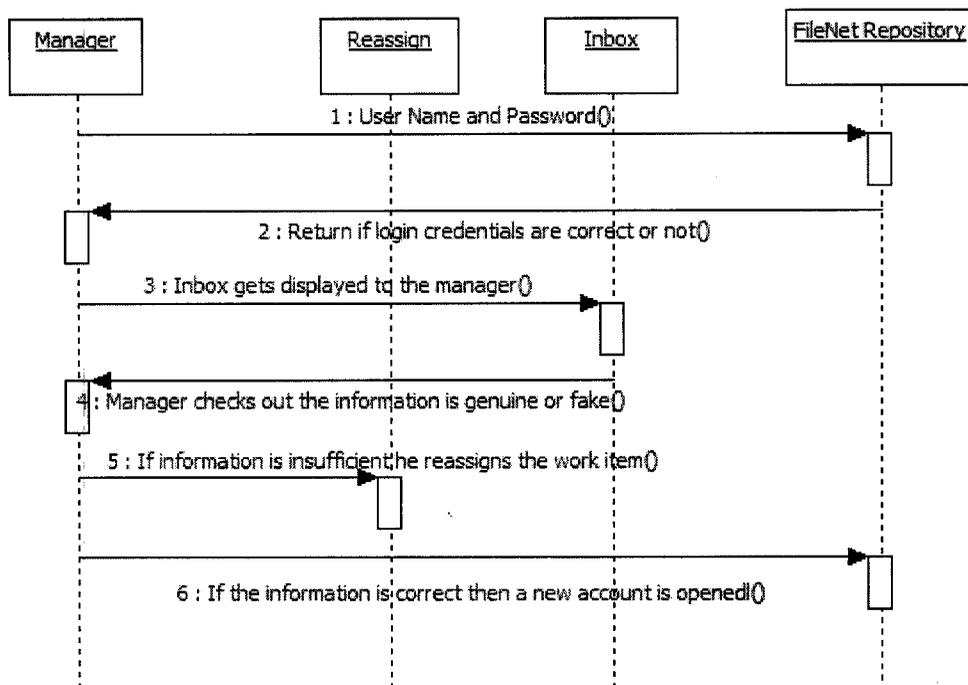
4.1.3 Collaboration Diagram

Collaboration diagrams, like Sequence Diagrams, show how objects interact over the course of time. However, instead of showing the sequence of events by the layout on the diagram, collaboration diagrams show the sequence by numbering the messages on the diagram. This makes it easier to show how the objects are linked together, but harder to see the sequence at a glance.
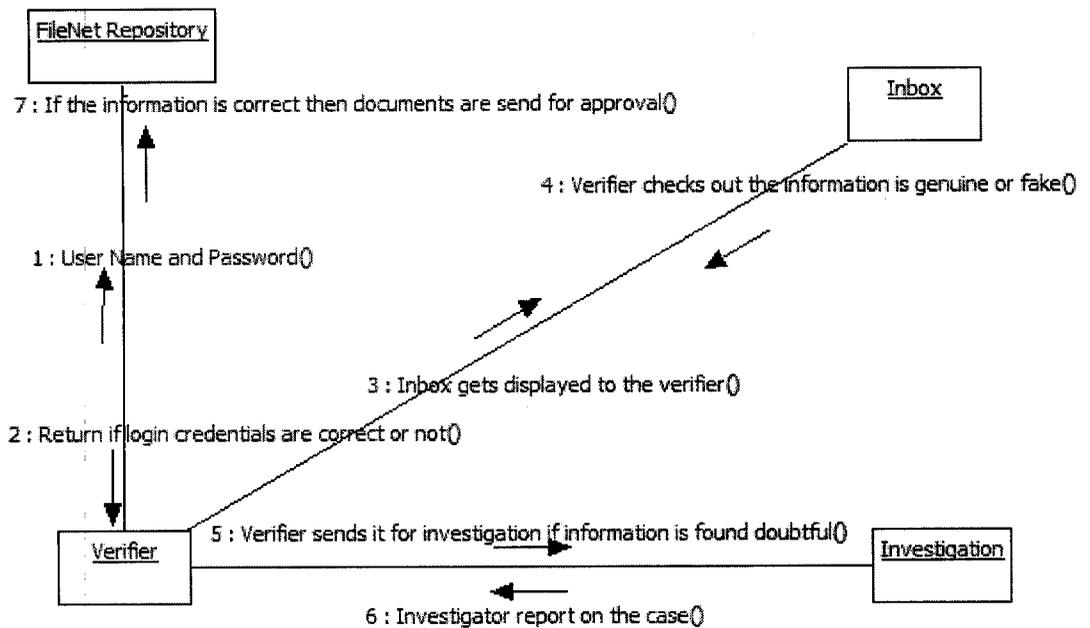
4.1.3.1: - Main Collaboration Diagram
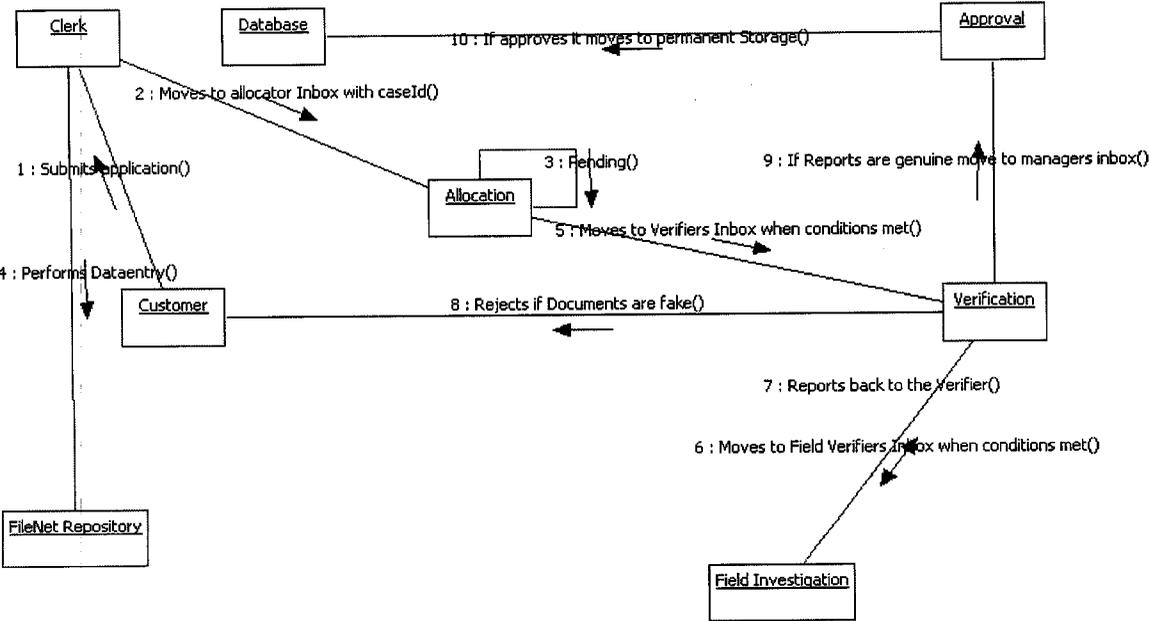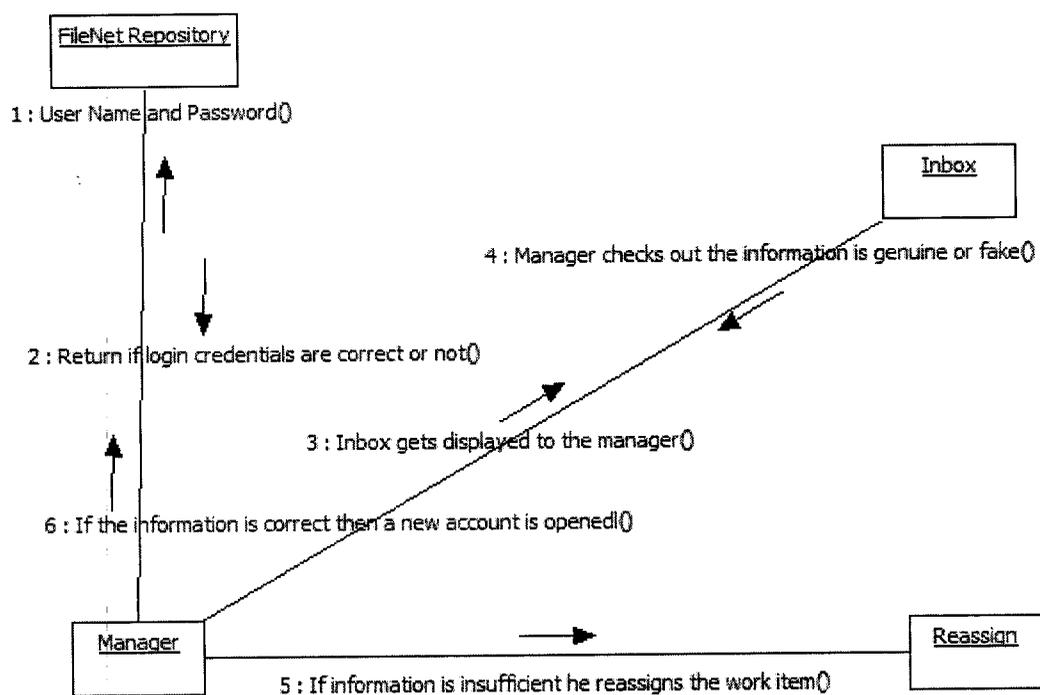
4.1.3.2: - Notification Collaboration Diagram

2 : Return if login credentials are correct or not()

FileNet Repository

Clerk

1 : User Name and Password()

5 : If reference account no is correct then clerk enter the details()

3 : Checks whether reference account no is valid()

4 : Returns whether the reference account no is valid or not()

Database
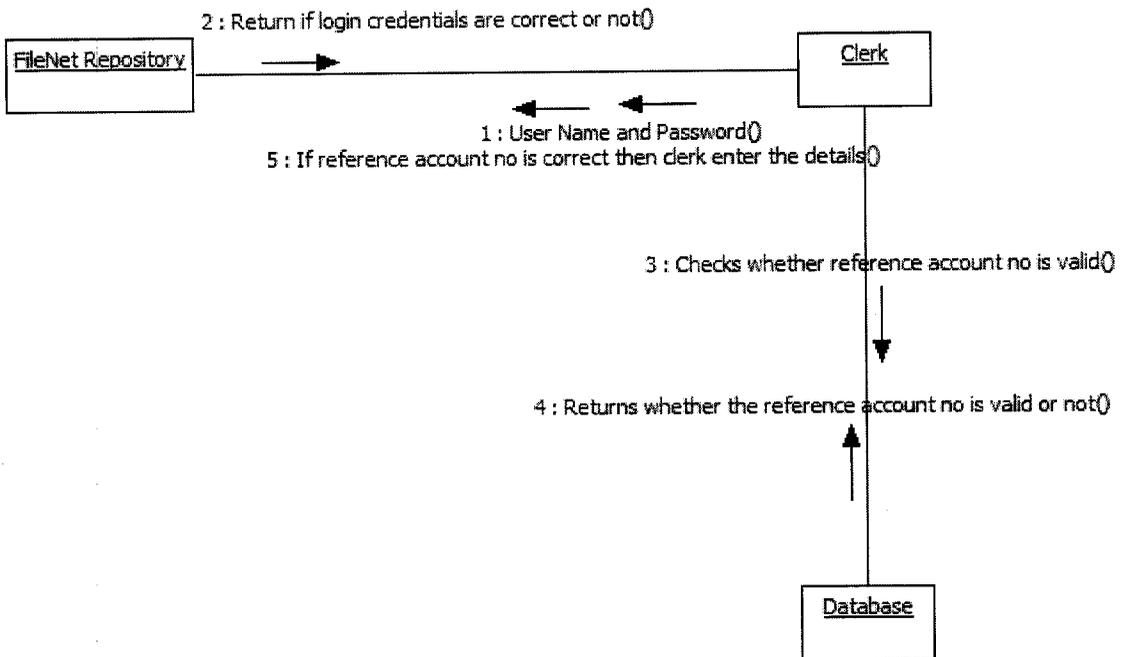
4.1.3.3 Allocation Collaboration Diagram

FileNet Repository

1 : User Name and Password() Allocator

2 : Return if login credentials are correct or not()

6 : If all documents are there then allocator completes the work Item()

3 : Inbox gets displayed to the allocator()

4 : Allocator selects a workitem and checks whether all the necessary documents are there()

5 : If some documents are missing they remain as pending()

Inbox
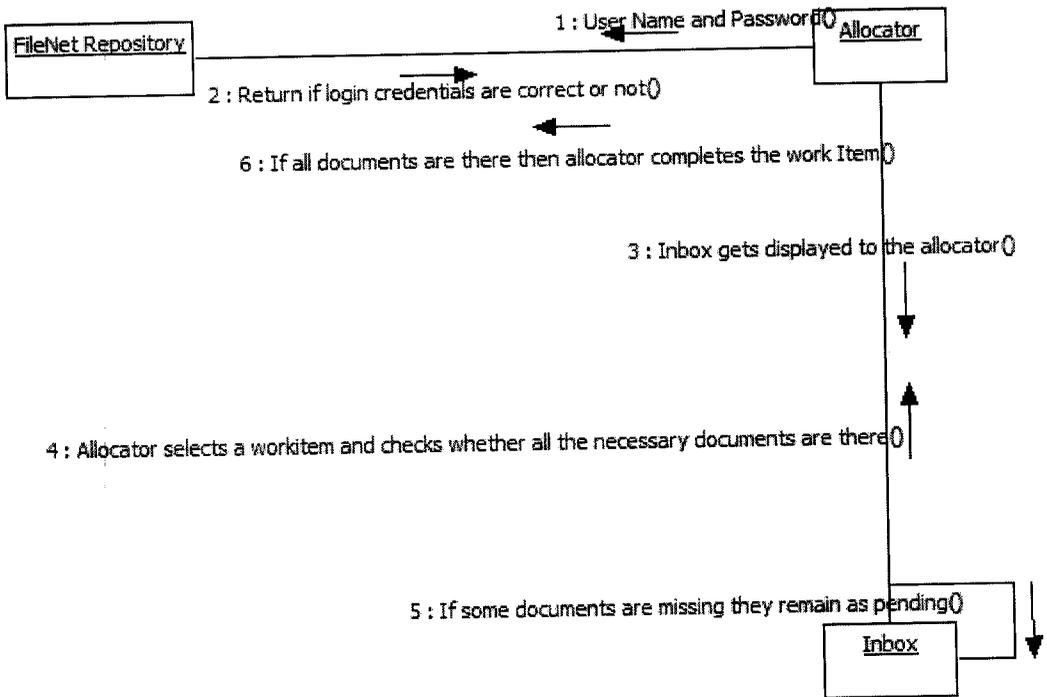
4.1.3.4 Verification Collaboration Diagram

4.1.3.5 Approval Collaboration Diagram

FileNet Repository

1 : User Name and Password()

Inbox

4 : Manager checks out the information is genuine or fake()

2 : Return if login credentials are correct or not()

3 : Inbox gets displayed to the manager()

6 : If the information is correct then a new account is openedI()

Manager

Reassign

5 : If information is insufficient he reassigns the work item()

4.1.4 ACITIVITY DIAGRAM

Activity diagrams describe the workflow behavior of a system. Activity diagrams are similar to state diagrams because activities are the state of doing something. The diagrams describe the state of activities by showing the sequence of activities performed. Activity diagrams can show activities that are conditional or parallel.
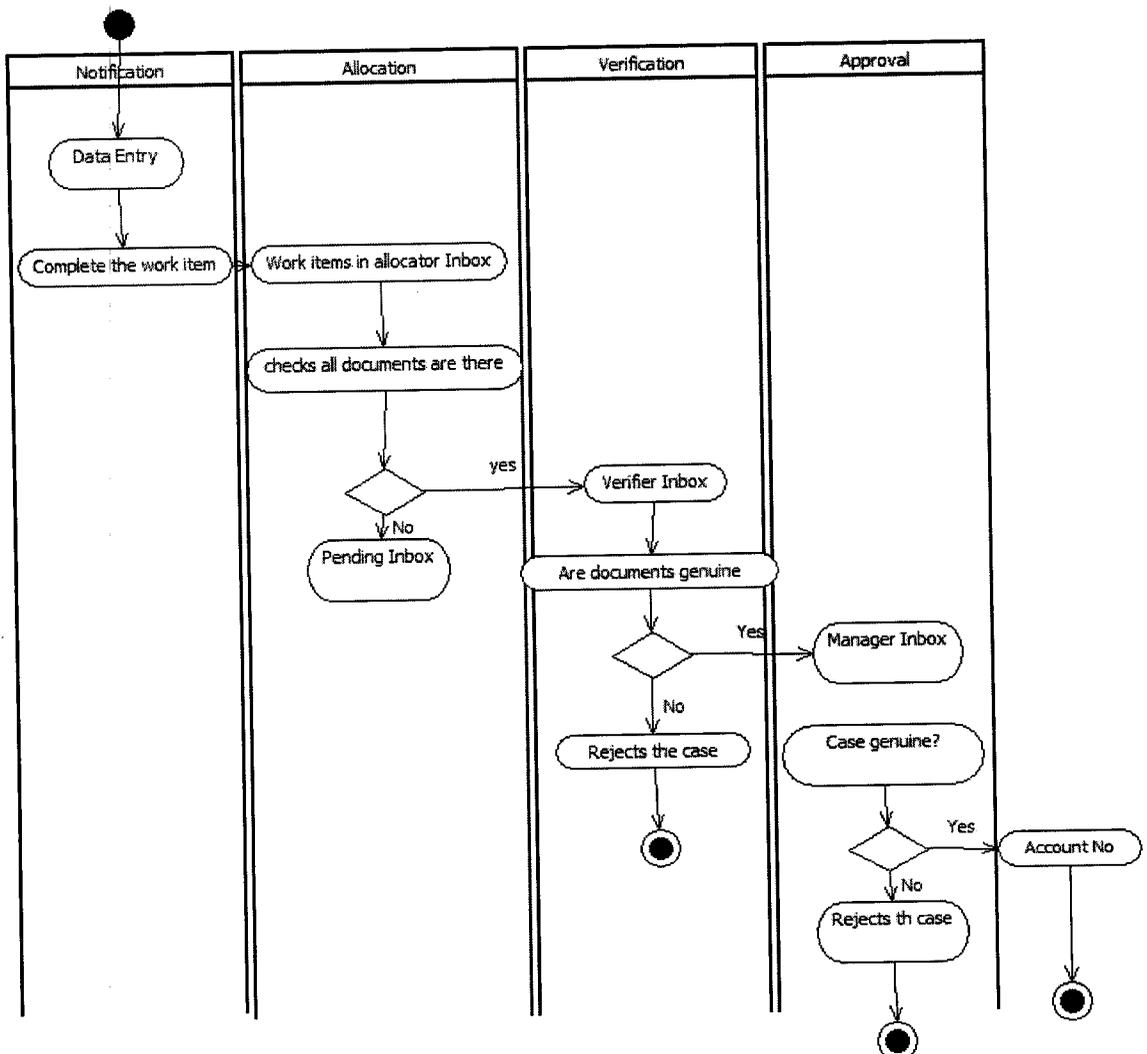
CHAPTER 5

TESTING

Software testing is the process used to assess the quality of computer software. It is an empirical technical investigation conducted to provide stakeholders with information about the quality of the product or service under test, with respect to the context in which it is intended to operate. This includes, but is not limited to, the process of executing a program or application with the intent of finding software bugs. Software testing methods are traditionally divided into **black box testing and white box testing.**

Black box testing treats the software as a black-box without any understanding of internal behavior. It aims to test the functionality according to the requirements. Thus, the tester inputs data and only sees the output from the test object. **White box testing**, however, is when the tester has access to the internal data structures, code, and algorithms. White box testing methods include creating tests to satisfy some code coverage criteria.

Testing can be done on the following levels:

- Unit Testing
- Integration Testing
- System Testing

Unit Testing

Unit testing tests the minimal software component, or module. Each unit (basic component) of the software is tested to verify that the detailed design for the unit has been correctly implemented.

Notification:

S.No	Test Case	Input Data	Expected Result	Actual Result	Pass/ Fail	Comments
1	Register new customer	Details of the customer	Successful forwarding of the details to allocator	Details are present in the allocators Inbox	**Pass**	
2	Add Documents	Image files	Displays already inserted files and adds attachment	Inserted files get displayed in the form	**Pass**	
3	Search already registered employees	Case Id, Type of deposit	Displays cases which satisfies the search	A list of cases matching the search will be displayed	**Pass**	

Allocation:-

S.No	Test Case	Input Data	Expected Result	Actual Result	Pass/ Fail	Comments
1	Displaying Inbox		Inbox listing the work Items to be considered should be displayed	Inbox listing the work items should be displayed	**Pass**	
2	Pending Inbox		The work items that are pending should be displayed	Pending work items are displayed	**Pass**	
3	Complete Work Item		The case should be successfully be moved to corresponding verifiers Inbox	The case item is successfully completed	**Pass**	
4	Search already registered employees	Case Id, Type of deposit	Displays cases which satisfies the search	A list of cases matching the search will be displayed	**Pass**	

Verification : -

S.No	Test Case	Input Data	Expected Result	Actual Result	Pass/ Fail	Comments
1	Displaying Inbox		Inbox listing the work Items to be considered should be displayed	Inbox listing the work items should be displayed	**Pass**	
2	Pending Inbox		The work items that are pending should be displayed	Pending work items are displayed	**Pass**	
3	Complete Work Item	Responses such as investigate, accept, reject	The case should be successfully be moved to corresponding verifiers Inbox according to the response	The case item is successfully completed by moving to correspondi ng verifier	**Pass**	
4	Search already registered employees	Case Id, Type of deposit	Displays cases which satisfies the search	A list of cases matching the search will be displayed	**Pass**	

Investigation : -

S.No	Test Case	Input Data	Expected Result	Actual Result	Pass/ Fail	Comments
1	Displaying Inbox		Inbox listing the work Items to be considered should be displayed	Inbox listing the work items should be displayed	**Pass**	
2	Pending Inbox		The work items that are pending should be displayed	Pending work items are displayed	**Pass**	
3	Complete Work Item		The case should be successfully be moved to corresponding verifiers Inbox according to the response	The case item is successfully completed by moving to correspondi ng verifier	**Pass**	
4	Search already registered employees	Case Id, Type of deposit	Displays cases which satisfies the search	A list of cases matching the search will be displayed	**Pass**	

Approval : -

S.No	Test Case	Input Data	Expected Result	Actual Result	Pass/ Fail	Comments
1	Displaying Inbox		Inbox listing the work Items to be considered should be displayed	Inbox listing the work items should be displayed	**Pass**	
2	Re-assign	The member id	Work item moves to the member that is been reassigned	Work item is been reassigned	**Pass**	
3	Complete Work Item	Responses-reject	The case should be successfully closed, if rejected	The case is closed	**Pass**	
3	Complete Work Item	Responses-Accept	Account no is given and account is opened successfully	A new account is opened	**Pass**	
4	Search already registered employees	Case Id, Type of deposit	Displays cases which satisfies the search	A list of cases matching the search will be displayed	**Pass**	

Integration Testing

Integration testing is the phase of software testing in which individual software modules are combined and tested as a group. It follows unit testing and precedes system testing. Integration testing takes as its input modules that have been unit tested, groups them in larger aggregates, applies tests defined in an integration test plan to those aggregates, and delivers as its output the integrated system ready for system testing.

S.No	Test Case	Input Data	Expected Result	Actual Result	Pass/Fail	Comments
1	Allocating a new work item in the verifier Inbox	Complete work item of the allocator	Work item routed to corresponding verifier	Work item present in each Inbox	**Pass**	

CONCLUSION

CHAPTER 6

CONCLUSION AND FUTURE ENHANCEMENTS

6.1 CONCLUSION

The 'Document and workflow system for bank Accounts' helps us to create a paper less office. It makes all the work done by bank easy. It increases the efficiency and response time, thus making every customer happy. A content management system is a set of automated processes that may support the following.

- Identification of all key users and their roles
- Import, creation of documents and multimedia materials
- The ability to assign roles and responsibilities to different instances of content categories or types.
- Definition of workflow tasks often coupled with messaging so that content managers are alerted to changes in the content.
- The ability to track and manage multiple versions of single instance of content.
- The ability to publish the content to a repository to support access to the content. Increasingly, the repository is an inherent part of the system, an incorporates enterprise search and retrieval.

This helps to create a process and document management system for the concern. The project fulfils almost all the requirements of the process. All the implication concerned with this project is successfully solved. The fruitful results of this system are:

- Faster access and delivery of data
- Shorter processing times
- Increased accuracy and higher quality of service
- Requires less space to store
- Searching is fast and easy.

6.2 FUTURE ENHANCEMENT

Though the system has been developed to the complete satisfaction of the user, enhancements are always possible. The system is designed in such a way that new features can be added without much difficulty. In future it is possible to introduce the process of the deadline and various other technologies without much engineering changes.

The system is developed in such away that if any modifications and enhancements are needed in the future, it can be done at ease, without disturbing the proper working of the system as we are following the MVC architecture.

The system can be changed easily depending on organizational policy constraints. The reconstruction of the system will increase the system flexibility. According to the needs arising in the long run time, Email capturing can also be made possible.

Right now the only disadvantage faced by the system is that it can only be used by the employees of the company. We have not provided means for the customer to interact with the system. One of the future enhancements is to make the system online so that the customers can create id, login and use the system. They can write e-mail, send their documents, check their status and give suggestions.
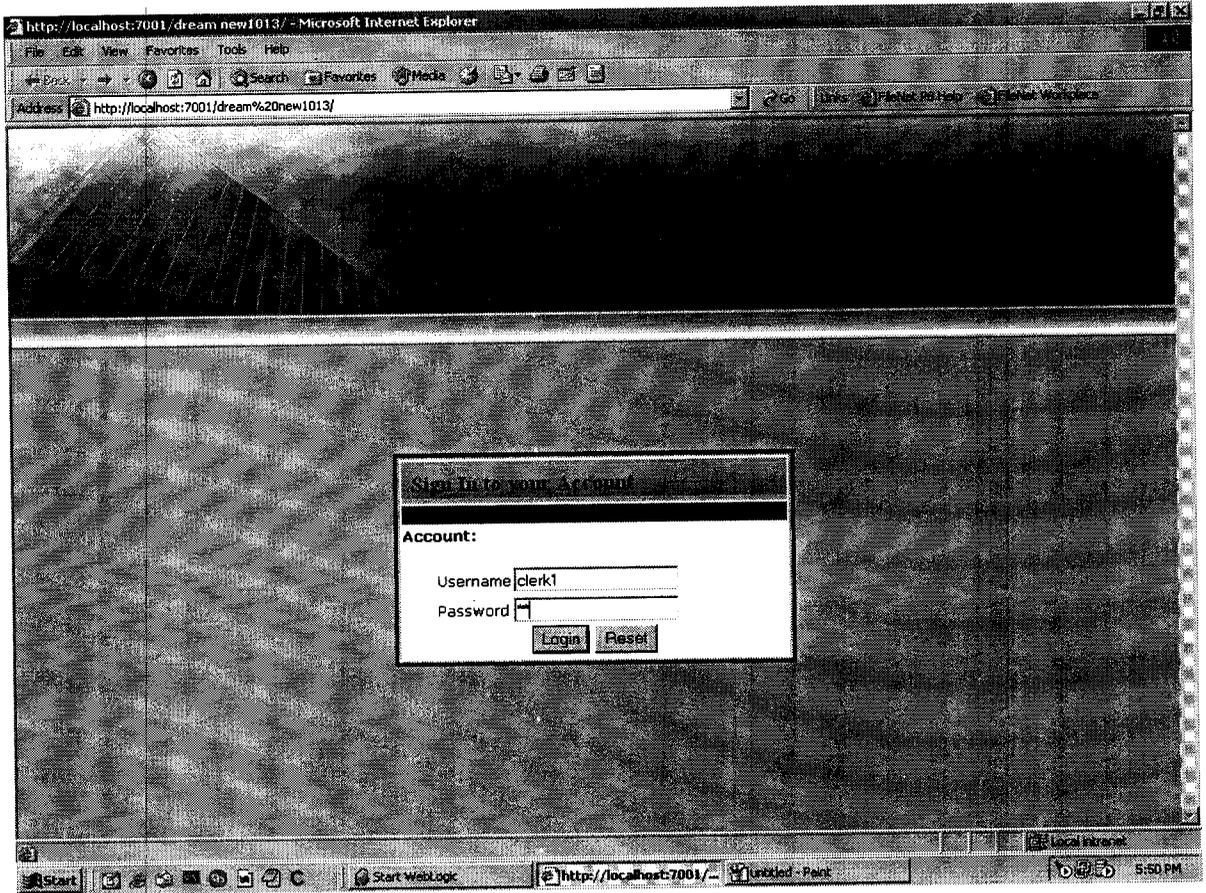
APPENDICES

Login

Application Form

Adding Attachment

Allocator Inbox

Allocator Complete Work Item

Content Engine

Queue Creation

Officer Complete Work Item
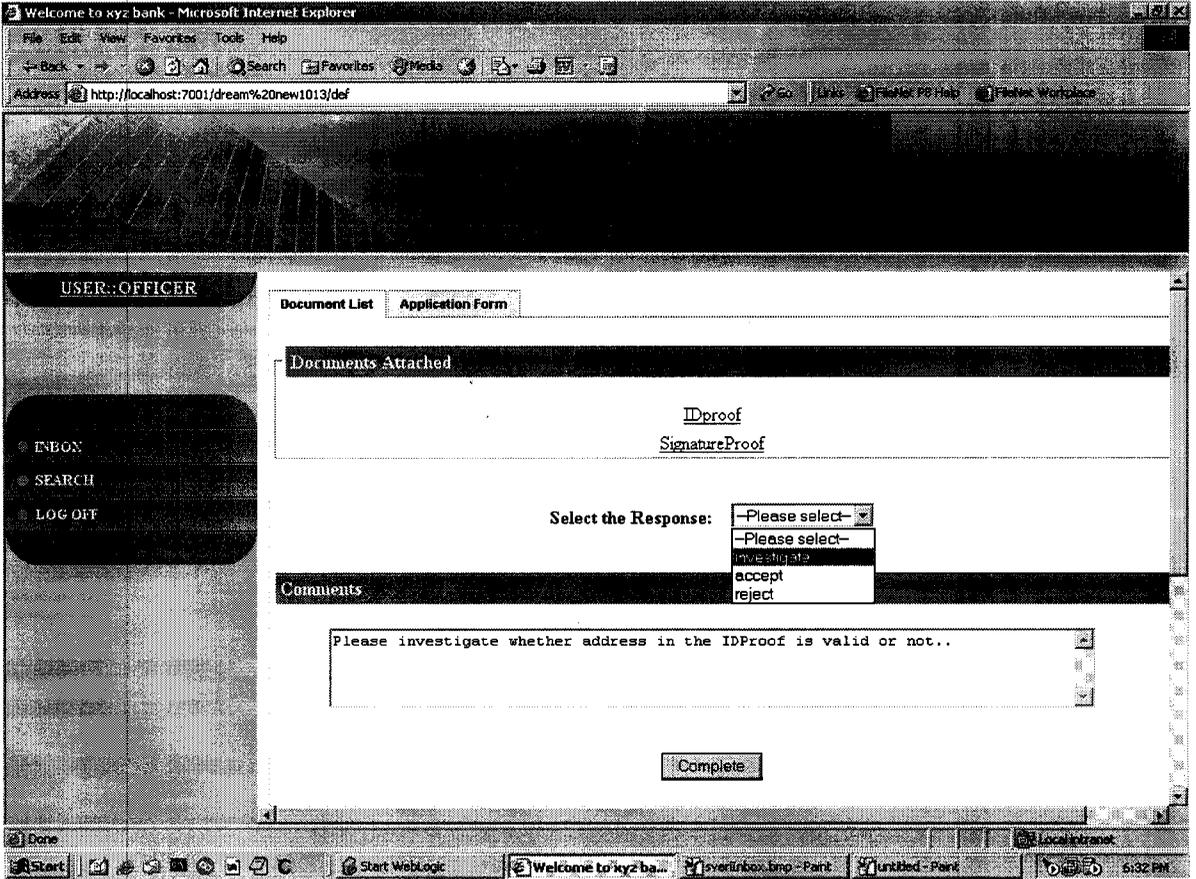
Work Flow

Main map
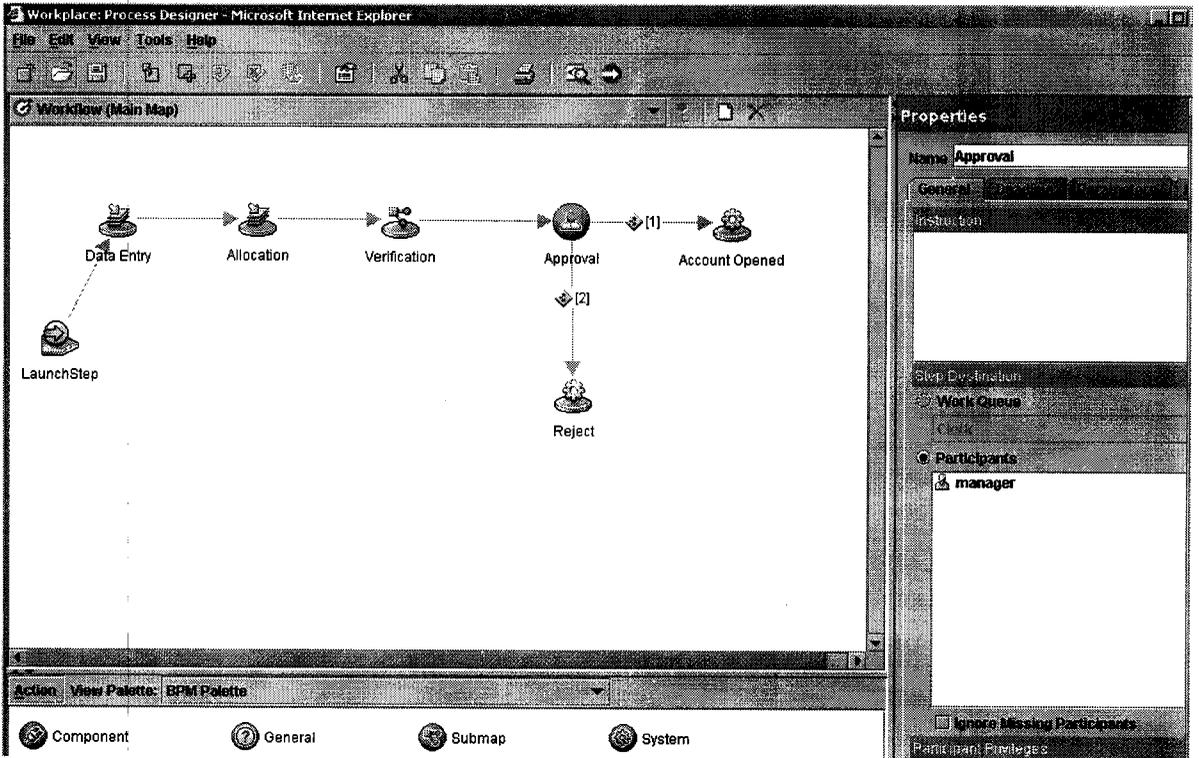
Work Flow

Sub map
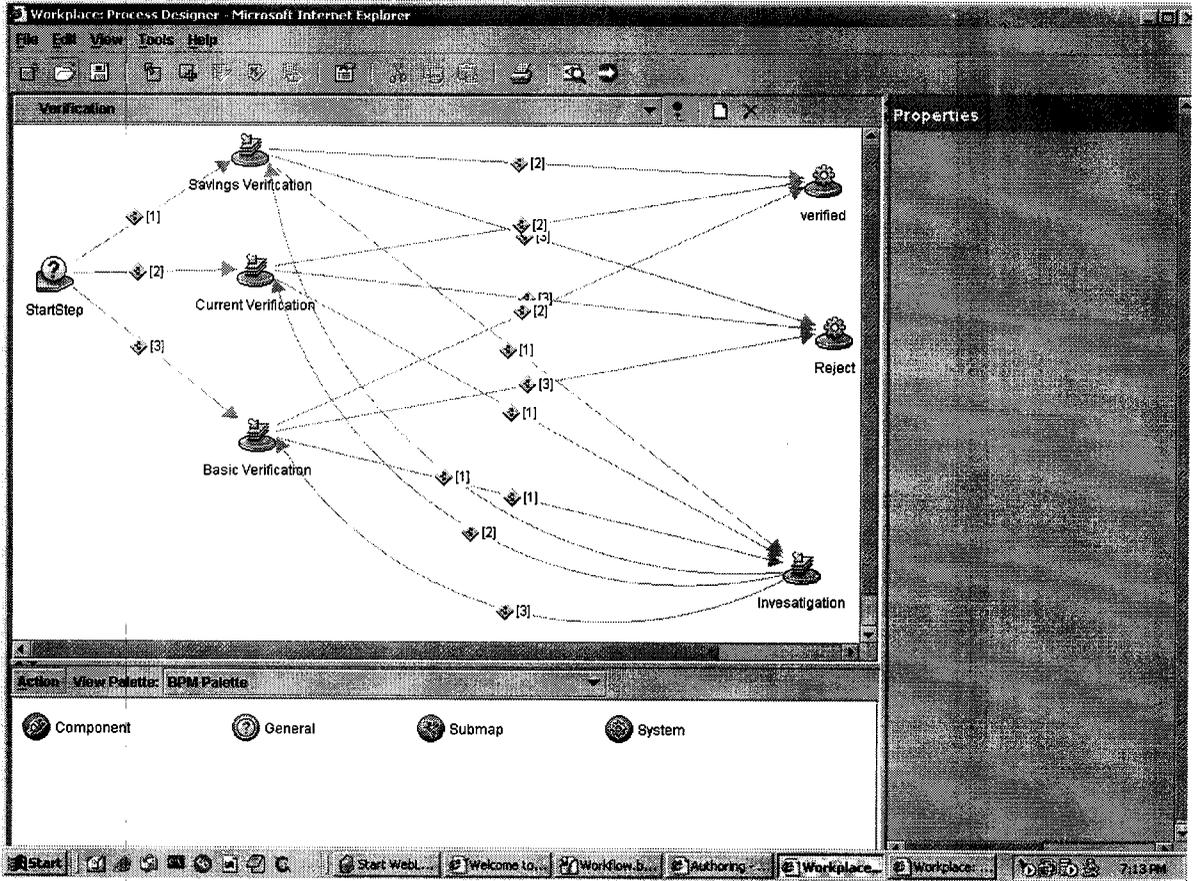
Application form view by Allocator

USER::ALLOCATOR

Document List | **Application Form**

APPLICATION FORM

CaseID	289
Priority Level	high
Reference AccountNo.	234
Amount	55000
First Name	Mandy
Middle Name	na
Last Name	Moore
Gender	female
Marital Status	single
Date of Birth	10 / October / 1988
Permanent Address	North Inguina,England
Temperory Address	North Inguina,England

INBOX
PENDING INBOX
SEARCH
LOG OFF

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[5] Available: http://www-03.ibm.com/industries/financialservices/doc/content/solution/1330948303.html, Accessed: 15 April, 2008.

[6] Available: http://www-03.ibm.com/industries/financialservices/doc/content/solution/1330948203.html, Accessed: 15 April, 2008.