

## ABSTRACT

The development of a Customer dial-up system  
for a local bank in Trinidad and Tobago.

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Dial-up computer systems for end-users are becoming more and more prevalent in the daily routine of all aspects of business, professional, and personal lives of human beings. These systems enable quicker and easier access to information, and this has far-reaching implications for ease of research, strategic business planning, and personal development.

This project involved the design of a dial-up system which interfaced into a local banking application in Trinidad and Tobago. The functioning of the banking application was first investigated and it was subsequently decided to design the dial-up system as another unit in the bank's on-line system. Hence the existing banking application did not have to be changed. Essentially, the hardware used was such that the dial-up system functioned as another terminal in the on-line network, with this terminal having the added facility of responding to telephone calls from users.

The hardware used included an IBM compatible Personal Computer, a terminal emulator board and a dial-up modem. Software drivers were written for the dial-up modem (to enable answering and responding to calls from users), and for the terminal emulator board (to enable communication to the bank's mainframe computer as another terminal on the on-line network). In addition, software logic was designed and written to enable restructuring of user requests into message formats required by the banking application, and formatting responses from the application to send to the users.

The end result of this project was a system which enabled users to dial in to the bank's on-line network and obtain information on their accounts. Under normal circumstances, obtaining this information would have entailed a visit to the bank, and much more time would be required. Utilizing this system would not only make access to information easier and faster, but would also enable an increased level of efficiency in financial planning, particularly by business customers. From the viewpoint of the bank, an increased level of customer service would be provided, with limited use of manpower.