# Use Case ATM

**Use Case:** Customer ATM Interface

**Id**: UC- 1

**Level:** Summary

**Primary Actor:** Customers

**Supporting Actors:** Software developers, Bank

**Description**

Customers insert the card into the ATM machine and input their PIN number. The screen then display some options such as withdrawing cash, check balance, transfer money, etc.

**Pre-Conditions**

Customer must be logged in to system (inserts card and PIN number)

**Post Conditions**

* Success end condition
  + Customers logged in to the system and main menu is displayed
* Failure end condition:
  + If PIN is invalid, customers have 3 chances to provide correct password, if not card will be blocked. If user cancels operation, the screen will display login screen and card will be ejected.
* Minimal Guarantee
  + Customer is logged out of the ATM system. This minimum guarantee ensures that the system will ensure that no unauthorized withdrawals can be made from the ATM thus protecting the interest of the Bank Customer as well as the Bank’s stakeholders

**Trigger**

Customer inserts the debit card into the ATM machine

## Main Success Scenario

1. Login successful
2. Main menu displayed
3. Customer completes transaction
4. Receipt printed and card ejected
5. Thank you message
6. Returns to login screen

## Extensions

1. Login unsuccessful/ wrong PIN
2. Login screen is displayed again
3. Login successful/ PIN is correct
4. Main menu is displayed

## Variations

Customers may enter information through voice instead of keypad. Customers may also change language to the desired language on login screen

**Frequency:** Around 120 per hour

**Assumptions**

The customers understand English or other available languages.

## Special Requirements

Performance

1. The ATM shall dispense cash within 15 seconds of user request.

User Interface

1. The ATM shall display all options and messages in English and Spanish languages.
2. The height of letters displayed on the display console shall not be smaller than 0.5 inches. (Reference - Americans with Disabilities Act, Document xxx, para xxx).

Security

1. The system shall display the letters of PIN numbers in a masked format when they are entered by the customer i.e. Mask the PIN with characters such as \*\*\*\*
2. The ATM system will allow user to Cancel the transaction at any point and eject the ATM card within 3 seconds. In case the customer in duress/in fear of own security he/she needs to quickly get away.
3. The ATM system shall not print the customer’s account number on the receipt of the transaction.

## Issues

1. What is the maximum size of the PIN?
2. How many attempts are allowed before card will be blocked?
3. How if customer inserts wrong card?
4. How if customer inserts card backward or wrong position?