Use Case Scenario 1: Loan Application Processing

Scenario: John, a potential borrower, wants to apply for a loan through the financial institution's online platform.

Main Sequence:

1. John accesses the loan application portal through the financial institution's website.
2. John logs into the system using his credentials.
3. John completes the online application form, providing personal details such as name, address, employment information, and financial history.
4. The system validates the entered data to ensure accuracy and completeness.
5. John uploads the required documents, including proof of income and identification.
6. The system securely stores and encrypts the applicant's information.
7. If any mandatory field is left blank, the system prompts John to complete it.
8. If the uploaded documents fail to process, the system allows John to re-upload or provides alternative submission methods.
9. John submits the application successfully.
10. The system acknowledges the successful submission, and the applicant receives a confirmation notification.

Alternative Sequence:

* If John forgets to fill in a mandatory field, the system prompts him to complete it before allowing submission.
* If the uploaded documents fail to process, the system allows John to re-upload or provides alternative submission methods.

Special Requirements:

* Secure storage and encryption of applicant data.
* Efficient data validation to prevent errors.

Post-condition: John's information is securely stored in the system, and he receives a confirmation notification.

Use Case Scenario 2: Loan Eligibility Calculation

Scenario: The Loan Processing System determines the eligibility of a loan applicant based on predefined criteria.

Main Sequence:

1. The system retrieves John's details from the submitted application.
2. The system applies predefined algorithms to calculate John's eligibility for the loan.
3. The system generates an eligibility status based on the calculated results.
4. If any necessary data is missing, the system flags and requests missing information.
5. If the eligibility criteria change, the system recalculates accordingly.

Alternative Sequence:

* If any necessary data is missing, the system flags and requests missing information.
* If the eligibility criteria change, the system recalculates accordingly.

Special Requirements:

* Robust algorithms for accurate eligibility assessment.
* Ability to adjust criteria based on regulatory changes.

Post-condition: The system determines and records John's loan eligibility status.

Use Case Scenario 3: Approval/Rejection Mechanism

Scenario: The Loan Approval Authority reviews John's loan application and decides to approve or reject it.

Main Sequence:

1. The system retrieves John's eligibility status.
2. The decision-maker reviews the application details, including financial history and employment information.
3. The decision-maker approves or rejects the loan application based on specified rules and criteria.
4. The system notifies John of the decision.

Alternative Sequence:

* If additional information is required, the system prompts the decision-maker to request it from John.
* In case of rejection, the system sends a rejection reason to John.

Special Requirements:

* Clear documentation of approval/rejection reasons.
* Timely communication of decisions to applicants.

Post-condition: The application status is updated as approved or rejected in the system, and John is informed.

Use Case Scenario 4: Loan Product Management

Scenario: The Loan Product Manager modifies the details of an existing loan product in the system.

Main Sequence:

1. The Loan Product Manager logs into the system.
2. The manager views the existing loan products and their details.
3. The manager modifies terms, rates, or other details as needed.
4. The manager saves the changes in the system.

Alternative Sequence:

* If there are new regulatory requirements, the system prompts the manager for necessary updates.
* If modifications conflict with existing data, the system requests clarification.

Special Requirements:

* Version control for loan product modifications.
* Audit trail to track changes made by managers.

Post-condition: Updated loan product details are saved in the system.

Use Case Scenario 5: Account Management

Scenario: The Loan Account Manager creates and manages loan accounts, records disbursements, repayments, and updates account statuses.

Main Sequence:

1. The Loan Account Manager retrieves approved loan applications.
2. The manager creates loan accounts for approved applicants.
3. The manager records disbursements, repayments, and interest calculations.
4. The manager updates account statuses based on transactions.

Alternative Sequence:

* If repayments are late, the system generates reminders.
* If disputes arise, the system allows for manual intervention by managers.

Special Requirements:

* Real-time updates of account statuses.
* Automated generation of repayment schedules.

Post-condition: Loan account details are accurately recorded and updated in the system.

Use Case Scenario 6: Communication and Notifications

Scenario: The Notification System sends notifications to John about his application status and reminders for upcoming payments.

Main Sequence:

1. The system identifies events triggering notifications, such as approval, rejection, or payment due.
2. The system generates and sends notifications to John via email, SMS, or app alerts.
3. The system logs sent notifications for record-keeping.

Alternative Sequence:

* If notifications fail to send, the system retries or alerts administrators.

Special Requirements:

* Personalized and timely notifications.
* Opt-out options for non-critical notifications.

Post-condition: John receives relevant notifications, and logs of sent notifications are updated.

Use Case Scenario 7: Risk Assessment

Scenario: The Risk Assessment System evaluates John's creditworthiness and generates a risk assessment report.

Main Sequence:

1. The system retrieves John's financial history and collateral information.
2. The system evaluates creditworthiness and risk associated with the loan.
3. The system generates a risk assessment report.

Alternative Sequence:

* If additional verification is needed, the system requests more information or documents.

Special Requirements:

* Real-time access to credit bureau data.
* Compliance with risk assessment regulations.

Post-condition: The risk assessment report is generated and stored in the system.

Use Case Scenario 8: Compliance Monitoring

Scenario: The Compliance Officer/System continuously monitors loan processes against regulatory requirements and generates compliance reports.

Main Sequence:

1. The system continuously monitors loan processes against regulatory requirements.
2. The system flags any non-compliance issues.
3. The system generates compliance reports for review.

Alternative Sequence:

* If significant non-compliance is detected, the system triggers an alert to compliance officers.

Special Requirements:

* Regular updates and alignment with changing regulations.
* Secure storage of compliance reports for audits.

Post-condition: Compliance reports are generated, and any non-compliance issues are flagged for review.

Use Case Scenario 9: Workflow Automation

Scenario: The Workflow Automation System automates loan approval processes, reminders, and other workflow tasks.

Main Sequence:

1. The system identifies tasks requiring automation, such as approval, reminders, etc.
2. The system automates tasks based on predefined rules and triggers.
3. The system tracks and logs automated actions.

Alternative Sequence:

* If an error occurs in the automated process, the system flags it for manual intervention.

Special Requirements:

* Flexibility to adapt to changing workflows.
* Error handling and fallback mechanisms for automated processes.

Post-condition: Tasks are automatically executed as per defined workflows, reducing manual intervention.