**Use Cases for ABC Bank Online Banking**

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| **Use Case ID** | UC 1 | | | |
| **Use Case Name** | Account Holder online Bill Payments | | | |
| **Created By** | Anurag Reddy | | **Last Updated By** | Akhil Reddy |
| **Date Created** | 06/26/2019 | | **Last Revision Date** | 06/28/2019 |
| **Actors** | | 1. Customer  2. Ministry of Finance  3. Government Departments | | |
| **Description** | | ABC Bank is designing an online banking provision for its account holders where it provides the user to pay bill payments for any type of loans and other billing payments. | | |
| **Trigger** | | The users need to pay certain bills on time. | | |
| **Pre-conditions** | | 1. The User shall have a valid account number for paying the bills. 2. The User shall think about a Username, password, and how he/she will pay for the bill payments. | | |
| **Post-conditions** | | 1. The user shall have received a confirmation text/email confirming the payment details. | | |
| **Assumptions** | | 1. Customer has the money to pay the bill payments. 2. Customer is computer literate and knows how to navigate the internet. 3. Customer will have his/her credit card or debit card ready to pay for the bills. | | |
| **Normal Flow** | | 1. User shall open the webpage. 2. User shall select pay bill button. 3. User shall enter username and password 4. User shall enter his/her Account number 5. User shall enter payment details. 6. User shall check if he/she has sufficient funds available. 7. User shall enter payment date. 8. User shall click submit. 9. User shall logout of page. | | |
| **Alternative Flows** | | 1. If Step 3 fails   1.1 Enter the name again   1. If step 4 fails   2.1 Enter the account number again   1. If Step 5 fails     1. User shall enter payment details again or call for help. 2. If Step 6 fails   4.1 User shall check his/her bank account for necessary funds details. | | |
| **Exceptions** | | 1. User facing network issues online. 2. The portal for online bill payments has a server error. 3. Current or electricity outage. 4. User’s payment transaction not processing. | | |
| **Frequency of Use** | | 1. Once during the account setup/ every cycle of bill payments, for example once every month. | | |
| **Special Requirements** | | 1. User shall be given several ways to pay the certain bill payments such as with credit card, paypal, etc. 2. User shall be given the opportunity to create new registration for online bill payments. | | |