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| **Use Case Name** | *UC\_ 21 Request Account Suspension* |
| **Actors** | *Customer, Banking System* |
| **Description** | *This use case allows a customer to temporarily suspend their bank account. The customer may request a suspension due to fraud concerns, inactivity, or other personal reasons. The banking system processes the request and ensures the account is suspended until reactivated.* |
| **Preconditions** | *1. Customer must be logged into the system. 2. Customer must have an active account. 3. The account must not already be suspended.* |
| **Main Sequence** | *1. The customer navigates to the "Account Suspension" section. 2. The customer selects the suspension reason and confirms the request. 3. The system verifies the account status and eligibility for suspension. 4. The system processes the suspension and sends a confirmation notification. 5. The account is marked as suspended in the system. 6. The customer receives confirmation of successful suspension.* |
| **Alternative Sequence** | *1a. If the account is already suspended, the system notifies the customer. 2a. If the request fails due to technical issues, the system prompts the customer to retry later.* |
| **Postconditions** | *1. The account is successfully suspended. 2. The customer cannot perform any transactions until reactivation.* |

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| **Use Case Name** | *UC\_22 Chatbot Assistance for FAQs* |
| **Actors** | *Customer, Chatbot System* |
| **Description** | *This use case enables customers to receive instant assistance through an AI-powered chatbot. The chatbot answers frequently asked questions, provides guidance on banking procedures, and redirects customers to human agents if needed.* |
| **Preconditions** | *1. The chatbot feature must be enabled. 2. The customer must have access to online banking or the mobile app.* |
| **Main Sequence** | *1. The customer accesses the chatbot from the support section. 2. The customer types a query related to banking services. 3. The chatbot searches for relevant responses and provides an answer. 4. If the response is insufficient, the chatbot offers further options. 5. If necessary, the chatbot transfers the customer to a live support agent.* |
| **Alternative Sequence** | *1a. If the chatbot does not recognize the question, it requests clarification. 2a. If the chatbot fails to provide a satisfactory answer, it suggests speaking with a human agent.* |
| **Postconditions** | *1. The customer receives an answer to their query. 2. If the chatbot cannot resolve the issue, a human agent takes over.* |

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| **Use Case Name** | *UC\_23 Auto-Logout After Inactivity* |
| **Actors** | *System* |
| **Description** | *This use case describes the system’s ability to automatically log out users after a period of inactivity. This enhances security by preventing unauthorized access if the user forgets to log out manually.* |
| **Preconditions** | *1. The customer must be logged into the system. 2. A session timeout period must be configured by the bank.* |
| **Main Sequence** | *1. The customer logs into their account. 2. The system tracks user activity and detects inactivity. 3. If no interaction occurs for a predefined period, the system warns the user. 4. If the user remains inactive, the system logs them out. 5. The customer must log in again to continue banking.* |
| **Alternative Sequence** | *1a. If the user interacts with the system before timeout, the session remains active.* |
| **Postconditions** | *1. The customer is logged out due to inactivity. 2. The system ensures security by preventing unauthorized access.* |

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| **Use Case Name** | *UC\_24 Reset Customer Login Credentials* |
| **Actors** | * *Bank Employee* * *System* |
| **Description** | *This use case describes the process where a bank employee resets a customer’s login credentials upon request. The system generates new credentials and ensures that only authorized personnel can perform the reset.* |
| **Preconditions** | * *The customer must verify their identity through a security process.* * *The bank employee must have administrative privileges.* * *The customer must provide a valid reason for the reset request.* |
| **Main Sequence** | *1. The customer contacts customer support to request a credential reset. 2. The bank employee verifies the customer’s identity using security questions or other verification methods. 3. If verification is successful, the system generates a temporary password. 4. The employee provides the new credentials securely. 5. The customer logs in using the temporary password and sets a new password.* |
| **Alternative Sequence** | * *1a. If verification fails, the employee requests additional identification.* * *2a. If the system encounters an error, the employee informs the customer to retry later.* |
| **Postconditions** | * *The customer successfully receives new login credentials.* * *The system logs the reset request for security purposes.* |