

## Use Case 1: User Registration and Login

Actor: Customer

Description:

Preconditions:

- The user has access to the internet.
- The user is not registered on the portal.

Basic Flow:

- a. The user navigates to the Insurance portal.
- b. The user clicks on the "Sign Up" button.
- c. The system prompts the user to enter personal details (name, email, contact number, etc.).
- d. The user submits the registration form.
- e. The system validates the information and creates a new user account.
- f. Upon successful registration, the system displays a confirmation message.

Alternative Flow:

- If the user is already registered, they can choose the "Login" option instead.

Postconditions:

- The user is registered and can log in using their credentials.

## Use Case 2: Policy Purchase

Actor: Customer

Description:

Preconditions:

- The user is registered and logged in.
- The user has selected a specific insurance product.

Basic Flow:

- a. The user navigates to the "Insurance Products" section.
- b. The user selects a desired insurance product.
- c. The system displays detailed information about the selected product.
- d. The user clicks on the "Purchase" button.
- e. The system prompts the user to customize the policy (e.g., coverage amount, duration).
- f. The user confirms the details and proceeds to payment.

g. The system securely processes the payment.

h. Upon successful payment, the system generates and provides the user with the policy document.

Alternative Flow:

- If there are issues with the payment, the system provides appropriate error messages and allows the user to retry.

Postconditions:

- The user has successfully purchased an insurance policy.