**User Stories**

**What does an “innovative” ATM need?**

A customer must be able to input their card number and pin. Following, they should be displayed a welcome page on screen along with the following options: see current balance, withdraw funds, play music, give a complement, request assistance, and close. The welcome screen itself should have some space for special promotions our company is currently having. Each screen should include back buttons

When entering the user’s pin fails, the user should be given 4 additional attempts before being told to seek assistance. Having the request assistance option persist across all screens would be beneficial.

On withdrawal of funds, the system should confirm the “dispensing of cash” before updating the user’s balance. Should it detect that something went wrong; it should not change the user’s balance or dispense monies. Each withdrawal should take 1% of the withdraw as a service charge.

Security is an issue here. Users should not be able to withdraw funds without a card, a sufficient balance, or from unauthorized accounts. In case of a customer being forced to withdraw money for a thief, the system should have a discrete way for the customer to indicate this and should notify the authorities. If the user does not have enough funds to make their withdrawal, a message should appear saying so and no funds should be dispensed or taken from their account. They may input a new amount or quit.

Receipts for the withdrawal should be printed out (\*saved to a file I guess) showing the amount withdrawn, the remaining balance, and the date and time of the withdrawal. A transaction number should also be included. It should also give them a complement to keep them coming back and giving us their money.

Things from the instructions (which I’m lead to believe is just an example) that I didn’t include because I don’t know how we’d simulate this are:  
-card reader  
-NFC receiver for connecting with the user’s cell phone  
-cash dispenser  
-keyboard