Customer Use Cases

Name	**Insert the bank card**
Actors	Customer, The Bank
Description	A customer inserts their bank card into an Automated Teller Machine (ATM).
Prerequisite(s)	Customer has to have their bank card with them.
Scenarios	1. The customer inserts the card into the ATM. 2. The ATM reads the information from the card and asks the customer to confirm his identity with the pin code. 3. The customer types and enters the four digit pin code. 4. The ATM sends the card details as well as the pin to the bank to verify the correctness of the pin code.
Result	The customer successfully inserts their card and gains access to the transaction features.

Extension(s)	2a: Invalid card type.
	
	    .1: System displays an invalid card error.
	    .2: Use case ends here.
	
	4a: Incorrect pin code.
	
	    .1: System displays an incorrect pin code error.
	
	    .2: Use case ends here.

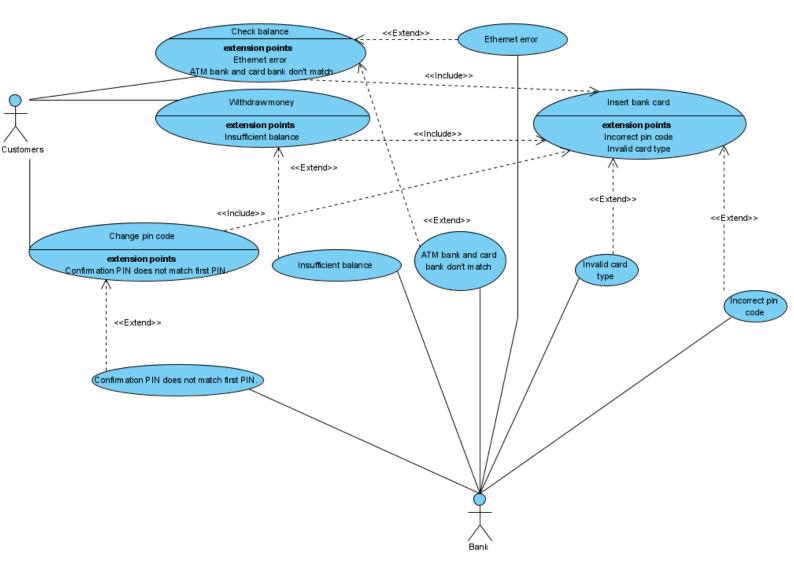| Name	**Check Balance**
Actors	Customer, The Bank
Description	A customer checks their bank account's balance using ATM and can see their recent withdrawals.
Prerequisite(s)	Customer has to have their bank card with them.
Scenarios	1. Customer inserts bank card. 2. The customer goes for the check balance feature/ the customer decides to check their balance. 3. The ATM validates the bank and card information. 4. After receiving confirmation from the bank the ATM displays the transaction-history as well as the current balance of the account.
Result	The customer successfully manages to see what their account's balance is as well as see recent financial transactions.
Extension(s)	2a: Ethernet error: .1: System displays an unable to connect error. .2: Use case ends here. 3a: ATM bank and card bank do not match. .1: System displays an incorrect bank error. .2: Use case ends here.

Name	**Withdraw Money**
Actors	Customer, The Bank
Description	A customer withdraws money from the bank account.
Prerequisite(s)	Customer has to have their bank card with them.
Scenarios	1. <u>Customer inserts bank card.</u> 2. The customer goes for the withdraw money feature/ the customer decides to withdraw money. 3. The ATM validates the bank and card information. 4. The customer enters in the amount that they want withdrawn. 5. The ATM contacts the bank to verify the withdrawal is acceptable. 6. After receiving confirmation the card and the money are handed out by the machine.
Result	The customer takes their specified amount of money from the ATM.

Extension(s)	5a: Insufficient balance.
	
	     .1: System displays an insufficient balance error.
	
	     .2: Use case ends here.

Name	**Change Pin-Code**
Actors	Customer, The Bank
Description	A customer changes their pin code.
Prerequisite(s)	Customer has to have their bank card with them.
Scenarios	1. Customer inserts bank card. 2. The customer decides to change their pin code. 3. The ATM validates the bank and card information. 4. The customer puts in the new PIN. 5. The customer once again enters the same PIN as confirmation. 6. New PIN is being saved on the card.
Result	The Pin is successfully changed.
Extension(s)	5a: Confirmation PIN does not match first PIN. .1: System displays an incorrect confirmation PIN error. .2: Use case ends here.

Use-Case-Model

Domain-Model