Title: Online Transaction Problem Resolution in Online Banking

User Story:

As a frequent user of the online banking platform, I want a reliable and efficient solution to address online transaction problems, so I can complete my financial transactions smoothly and with confidence.

Acceptance Criteria:

1. Given that I am logged into my online banking account, when I initiate a transaction (e.g., funds transfer, bill payment, or online purchase), and if the transaction encounters an issue (e.g., payment failure, technical error, or insufficient funds), then the system should provide me with a clear and informative error message explaining the issue.

2. Given that I receive an error message during a transaction, when the error is due to technical issues on the bank's end, then the system should automatically log the error and notify the technical support team for prompt resolution.

3. Given that I encounter a transaction problem related to my account (e.g., insufficient funds or incorrect account details), when I receive an error message, the system should offer clear instructions on how to resolve the issue, including steps to update account information or add funds.

4. Given that I have successfully resolved the transaction problem, when I attempt the transaction again, the system should verify the resolution and process the transaction without any further errors.

5. Given that I have resolved a transaction problem, when I view my transaction history, the system should accurately reflect the status of the transaction, marking it as "resolved" and providing a brief summary of the issue and its resolution.

6. Given that I have encountered multiple transaction problems within a short timeframe, when I contact customer support for assistance, they should have access to a detailed log of the errors and their resolutions, ensuring a smooth and efficient support experience.

7. Given that I encounter a recurring transaction problem, when I report the issue to the bank, the system should prioritize investigation and resolution, aiming to prevent the problem from recurring in the future.

8. Given that the bank's technical team identifies a recurring technical issue affecting multiple users, when they resolve the problem, the system should proactively notify affected users, acknowledge the resolution, and assure them that the issue has been fixed.

Definition of Done:

- The user can initiate, resolve, and complete transactions without encountering recurring issues.

- User interface and error messages are clear and user-friendly.

- Customer support has access to a comprehensive log of transaction problems and resolutions for efficient support.

- Recurring technical issues are identified, resolved, and proactively communicated to affected users.

Estimation:

The team estimates that implementing this user story will take approximately 2-3 sprint cycles, with a dedicated focus on improving the reliability and user-friendliness of the online banking platform.