Use Case Diagram: Request New Account

Description: Customer would like to open new bank account

Primary Actor; Customer

Secondary Actor; Cashier

Precondition

Trigger

Main Flow:

1. Use case starts when customer requests to open new bank account
2. System responds with account opening checklist and requests customer confirmation
3. System present account opening from for customer to provide required details
4. Customer fills form, providing all required details and submits
5. First Name
6. Middle Name
7. Last Name
8. Email Address
9. Home Address
10. Office Address
11. System validates customer details and saves
12. System confirms new account request completed with next steps
13. System sends confirmation and thank you email to the customer
14. Use case ends once email has been sent

Exception Flow:

1. In step2, if customer does not confirm account opening checklist, display suitable message
2. In step 4, if customer does not fill form, display suitable message and request to try again
3. In step 5, if customer details are not successfully validated, highlight incorrect details and let the customer try again

Post Condition: