

User Stories

Customer User Stories:

1. Check Balance

- *As a customer, I can check my account balance so that I can stay updated on my available funds.*

2. Transfer Money

- *As a customer, I can transfer money to other accounts so that I can send funds to others easily.*

3. View Transaction History

- *As a customer, I can view my account transaction history so that I can see all the actions in my account.*
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Bank Teller User Stories:

4. Register New Customer

- *As a bank teller, I can register new customers so that they can start using the banking services.*

5. Deposit Money

- *As a bank teller, I can deposit money into a customer's account so that the account balance is updated.*

6. Withdraw Money

- *As a bank teller, I can withdraw money from a customer's account so that they can access cash when needed.*
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Admin User Stories:

7. Register Teller

- *As an admin, I can register new bank tellers so that they can start assisting customers.*

8. Manage Teller Accounts

- *As an admin, I can manage teller accounts so that the operations remain efficient and secure.*
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Acceptance Criteria

1. As a customer, I can transfer money to other accounts so that I can send funds to others easily.

- **Scenario: Successful Transfer**

- Given the customer is logged into their account,
- When they enter valid recipient account details, transfer amount, and optional notes,
- And they have sufficient funds in their account,
- Then the system processes the transfer successfully,
- And the customer receives confirmation with transaction details.

- **Scenario: Insufficient Funds**

- Given the customer is logged into their account,
- When they attempt to transfer more money than their current account balance,
- Then the system denies the transfer,
- And an error message is displayed indicating insufficient funds.

- **Scenario: Invalid Recipient Account**

- Given the customer is logged into their account,
- When they enter an invalid recipient account number,
- Then the system rejects the transfer,
- And an error message is displayed indicating invalid account details.

2. As a bank teller, I can withdraw money from a customer's account so that they can access cash when needed.

- **Scenario: Successful Withdrawal**

- Given the customer provides their account details and withdrawal amount,
- And their account has sufficient funds,
- When the bank teller processes the transaction,
- Then the system deducts the requested amount from the customer's account,
- And a receipt is generated for the transaction.

- **Scenario: Insufficient Funds**

- Given the customer provides their account details and withdrawal amount,
- When the requested amount exceeds the available balance,
- Then the system denies the withdrawal,
- And an error message is displayed to the bank teller.

- **Scenario: Invalid Account Details**

- Given the customer provides incorrect account details,
- When the bank teller attempts to process the transaction,
- Then the system rejects the withdrawal,
- And an error message is displayed indicating invalid account details.

3. As a bank teller, I can deposit money into a customer's account so that the account balance is updated.

- **Scenario: Successful Deposit**

- Given the customer provides their account details and the amount to be deposited,

- When the bank teller enters the information correctly and processes the transaction,
 - Then the system adds the specified amount to the customer's account balance,
 - And a receipt is generated confirming the deposit.
 - **Scenario: Invalid Account Details**
 - Given the customer provides incorrect account details,
 - When the bank teller attempts to process the deposit,
 - Then the system rejects the transaction,
 - And an error message is displayed indicating invalid account details.
 - **Scenario: System Error During Deposit**
 - Given the customer provides valid account details and the deposit amount,
 - When a system error occurs during processing,
 - Then the deposit is not completed,
 - And the bank teller is notified of the error, with instructions to retry or escalate.
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Main Scenarios (Basic Flow)

1. As a customer, I can transfer money to other accounts so that I can send funds to others easily.

Main Flow:

1. The customer logs into their account using valid credentials.
 2. They navigate to the "Transfer Money" section.
 3. The customer enters the recipient's account details (account number, name, etc.).
 4. They input the amount to transfer and any optional notes.
 5. The system validates the recipient's account details and checks the customer's available balance.
 6. If all details are valid and there are sufficient funds:
 - The system processes the transfer.
 - A confirmation message is displayed to the customer with transaction details.
 - The recipient's account is updated with the transferred amount.
 7. The customer logs out or continues with other operations.
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2. As a bank teller, I can withdraw money from a customer's account so that they can access cash when needed.

Main Flow:

1. The customer approaches the bank teller and provides their account information.
2. The teller retrieves the customer's account details in the system.
3. The customer specifies the amount to withdraw.
4. The teller enters the withdrawal amount into the system.
5. The system validates:

- The account information.
 - The customer's available balance.
6. If all checks pass:
- The system deducts the specified amount from the customer's account.
 - A transaction receipt is generated and provided to the customer.
 - The teller hands the cash to the customer.
7. The teller logs the transaction for recordkeeping.
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3. As a bank teller, I can deposit money into a customer's account so that the account balance is updated.

Main Flow:

1. The customer approaches the bank teller and provides their account information.
 2. The teller retrieves the customer's account details in the system.
 3. The customer specifies the amount to deposit and hands over the cash.
 4. The teller enters the deposit amount into the system.
 5. The system validates:
 - The account information.
 - The accuracy of the deposit entry.
 6. If all checks pass:
 - The system adds the specified amount to the customer's account.
 - A transaction receipt is generated and provided to the customer.
 - The customer's updated balance is displayed for verification.
 7. The teller logs the transaction for recordkeeping.
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