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| Step | User Action | System Response |
| 1 | Client issues a command to the operating system to load and run the Bank application. |  |
| 2 |  | The Bank application is started and an object of type Bank is created. User is confronted with an interface with which to navigate bank program. |

Account creation

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| Step | User Action | System Response |
| 1 | User issues command to add an account. |  |
| 2 |  | User is prompted for name. |
| 3 | User enters name. | If user cancels name entry, then account creation is aborted. |
| 4 |  | System prompts for account type (checking/savings). |
| 5 | User enters account type. | If user cancels account type selection, creation process is aborted. |
| 6 |  | If user already has account of that type, assigns new ID number. If new user, user is prompted for more data (mailing address, telephone number, DoB) |
| 7 | User enters personal information. | System prompts for customer type (adult, senior, student). |
| 8 | User enters customer type. | Account created with data acquired. |

Retrieve personal accounts

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| Step | User Action | System Response |
| 1 | User issues command to list out accounts in their name. |  |
| 2 |  | Application prompts user for name. |
| 3 | User enters name. | If name entry is cancelled process -> terminated. |
| 4 |  | Application searches through all accounts in bank object, returns those under user’s name. User’s accounts listed on screen. |

Deposit to account

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| Step | User Action | System Response |
| 1 | User inputs command to deposit money. |  |
| 2 |  | Application prompts user for account ID. |
| 3 | User provides acct ID | User cancels ID entry -> process terminates |
| 4 |  | Prompts user for amount to deposit. |
| 5 | User provides amount | Cancels amt entry -> process terminates |
| 6 |  | Application adds specified amount to account, increasing account balance. |

Withdraw from account

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| Step | User Action | System Response |
| 1 | User inputs command to withdraw money |  |
| 2 |  | Application prompts for user acct ID. |
| 3 | User provides acct ID | User cancels ID entry -> process terminates |
| 4 |  | Prompts user for amount to withdraw |
| 5 | User provides amount | User cancels amt entry -> process terminates |
| 6 |  | Application deducts specified amount from account balance, cancelling and displaying an error message if deduction would bring account balance below zero. |

Check Balance

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| Step | User Action | System Response |
| 1 | User inputs command to check balance. |  |
| 2 |  | Application prompts for user acct ID. |
| 3 | User provides acct ID | User cancels ID entry -> process terminates |
| 4 |  | Application displays current account balance |

Retrieve all accounts

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| Step | User Action | System Response |
| 1 | User inputs command to view all accounts at bank. |  |
| 2 |  | Application prompts for user ID and personal PIN or password. |
| 3 | User provides ID and PIN. | User cancels ID entry -> process terminates |
| 4 |  | Lists all active accounts. |

Deactivate specific account

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| Step | User Action | System Response |
| 1 | User inputs command to deactivate account. |  |
| 2 |  | Application prompts for user acct ID. |
| 3 | User provides acct ID | User cancels ID entry -> process terminates |
| 4 |  | Prompts user for certainty twice. |
| 5 | User provides certainty. | Account is closed. |