**Simple User Story Template**

**Title:**

Deposit and Withdraw

**Priority:**

High

**Estimate:**

**User story**

**As a** Customer*,*

**I want to** Create a bank account to deposit and withdraw from

**so that I can** Keep track of my finances and not have to carry money.

**Acceptance criteria**

**Given that** I am on the transaction menu screen*,*

**when** I enter the amount I wish to withdraw or deposit

**then** my accounts balance changes accordingly and I deposit or receive the specified cash*.*

**Title:**

Account info (Balance and transaction history)

**Priority:**

Medium

**Estimate:**

**User story**

**As a** Customer*,*

**I want to** be able to view account info such as balance and my transaction history

**so that I can** so I can track how much money I have*.*

**Acceptance criteria**

**Given that** I am on the login screen*,*

**when** login to my account

**then** I should be able to see my account info on the main menu*.*

**Title:**

Transfer money

**Priority:**

Medium

**Estimate:**

**User story**

**As a** customer*,*

**I want to** be able to send money to friends and family who are on the same bank

**so that I can** send money to the people I need to*.*

**Acceptance criteria**

**Given that** I am on the transaction menu*,*

**when** I enter the details of the account I wish to send money to and enter the amount

**then** the money should be withdrawn from my account and sent to the receiving account*.*

**Title:**

Edit account details

**Priority:**

Medium

**Estimate:**

**User story**

**As a** customer*,*

**I want to** be able to edit my account details

**so that I can** so my data can be up to date (i.e. address, name)*.*

**Acceptance criteria**

**Given that** I am on the account details menu*,*

**when** edit a detail on my account

**then** the change should be saved*.*

**Title:**

Recurring payments

**Priority:**

Low

**Estimate:**

**User story**

**As a** customer*,*

**I want to** be able to set up and control recurring payments

**so that I can** no longer have to worry about managing my recurring payments*.*

**Acceptance criteria**

**Given that** I am on the recurring payments menu*,*

**when** I enter the details of a recurring payment (i.e. amount, receiving account details)

**then** the payment should be set up and be processed automatically*.*

**Title:**

Checkbooks and debit/credit cards

**Priority:**

Low

**Estimate:**

**User story**

**As a** *Customer,*

**I want to** be able to manage checkbooks and debit/ credit cards

**so that I can** I don’t have to go to the bank in person*.*

**Acceptance criteria**

**Given that** I am on the checkbook/ card menu*,*

**when** I request a new book/ card

**then** the book/ card should be registered to my account*.*

**Title:**

Two factor authentication

**Priority:**

Medium

**Estimate:**

**User story**

**As a** customer*,*

**I want to** be able to set up two factor authentication for my account

**so that I can** know my account is secure*.*

**Acceptance criteria**

**Given that** I am on the login screen*,*

**when** I login in and enter the correct credentials for the two-factor authentication

**then** I should gain access to my account*.*

**Title:**

Closing an account

**Priority:**

High

**Estimate:**

**User story**

**As a** customer*,*

**I want to** be able to close my account

**so that I can** know my data is deleted when I switch banks*.*

**Acceptance criteria**

**Given that** I am on the account management menu*,*

**when** I confirm I want to close my account

**then** My account should be closed and all my data deleted*.*

**Title:**

Data encryption

**Priority:**

High

**Estimate:**

**User story**

**As a** Bank manager*,*

**I want to** have the data stored on my server be encrypted

**so that I can** comply with data protection and relevant financial information*.*

**Acceptance criteria**

**Given that** new data is sent to my server*,*

**when** [*some action is carried out]*

**then** [*a set of observable outcomes should occur].*

**Title:**

View account information

**Priority:**

Medium

**Estimate:**

**User story**

**As a** employee*,*

**I want to** be able to view an account’s information

**so that I can** help with customer support*.*

**Acceptance criteria**

**Given that** a customer contacts customer support*,*

**when** I enter the details of the customer’s account to the account finder

**then** the customer’s account information should be displayed*.*

**Title:**

Contact customer service

**Priority:**

Low

**Estimate:**

**User story**

**As a** customer*,*

**I want to** be able to contact customer service

**so that I can** so I can get help in resolving any bank related issues*.*

**Acceptance criteria**

**Given that** I have a bank related issue*,*

**When** I contact customer service

**then** I should be put in contact with a customer service representative*.*

**Title:**

**Priority:**

**Estimate:**

**User story**

**As a** [*type of user],*

**I want to** [*perform some task]*

**so that I can** [*achieve some goal].*

**Acceptance criteria**

**Given that** [*some context],*

**when** [*some action is carried out]*

**then** [*a set of observable outcomes should occur].*