

Short Introduction

The ATM Withdrawal epic focuses on ensuring that customers can securely and conveniently withdraw money from an ATM. This involves steps such as authenticating users, selecting accounts, entering withdrawal amounts, and ensuring accuracy and security throughout the process.

ID	Epic	User Story Name	As an	I want to...	so that...	Acceptance Criteria	Priority
1	As an ATM User, I can withdraw cash, so I can have money for purchases	Insert Card	ATM User	Insert my debit card into the ATM	I can securely access my bank account	1. ATM accepts only valid, non-expired cards 2. If the card is damaged, unreadable, or expired, the machine displays an error. 3. ATM reads card information and verifies it with the bank's system. 4. Card is ejected if verification fails. 5. The session automatically times out if the card is left unattended for 30 seconds.	High (must happen first)
2	As an ATM User, I can withdraw cash, so I can have money for purchases	Enter PIN	ATM User	Enter my PIN to authenticate myself	I can confirm my identity and continue the withdrawal	1. User is prompted to enter a 4-6 digit PIN. 2. PIN entry is masked (digits are hidden on screen). 3. ATM verifies the PIN with the bank's database. 4. After 3 failed attempts, the card is retained, and the account is locked temporarily. 5. User receives a confirmation message if authentication is successful.	High (security-critical)
3	As an ATM User, I can withdraw cash, so I can have money for purchases	Select Withdrawal Amount	ATM User	Choose or enter the amount of cash I wish to withdraw	I can receive the exact amount of cash I need	1. ATM shows preset withdrawal amounts (e.g., \$20, \$50, \$100) plus a custom option. 2. ATM checks that the requested amount does not exceed the user's available balance. 3. ATM checks that the machine has sufficient cash in the required denominations. 4. If insufficient funds (either in account or ATM), an error message is displayed, and the transaction is canceled. 5. User is asked to confirm the withdrawal amount before proceeding.	High (core withdrawal action)
4	As an ATM User, I can withdraw cash, so I can have money for purchases	Review Transaction Logs	Bank Manager	Review ATM withdrawal logs for accounts and activity	I can monitor ATM usage and detect suspicious or fraudulent activity	1. Bank Manager can log into the system with proper authentication. 2. Logs include withdrawal date, time, location, and amount. 3. Sensitive account details (e.g., full account number, PIN) are not displayed in logs. 4. System generates daily, weekly, or monthly summaries of withdrawal transactions. 5. Manager receives an alert when unusual or suspicious withdrawal patterns are detected (e.g., multiple max withdrawals in short time).	Medium (important but not user-facing for every transaction)
5	As an ATM User, I can withdraw cash, so I can have money for purchases	ATM Maintenance	ATM Admin	Perform software and hardware maintenance on the ATM	the ATM remains secure, accurate, and operational for users	1. Admin can enter a secure maintenance mode that is not visible to normal users. 2. Admin can test hardware components (cash dispenser, card reader, keypad, printer). 3. Admin can run diagnostics on the ATM's software and update it when needed. 4. Admin can review internal machine logs (errors, reboots, cash loading history). 5. Admin can place the ATM into 'out of service' mode while maintenance is being performed.	Medium (necessary for system reliability, but not every transaction)