

CASE STUDY:

ATLANTIC BANK BUSINESS REQUIREMENTS DOCUMENTS [BRD]

Atlantic Bank offers limited banking services on weekdays (8 hours per day). The bank does not provide enough service hours for customers as it is not open in the evenings or on weekends. Moreover, when a customer calls the contact center, it takes at least 20 minutes to speak to an agent, which results in a poor customer service experience. Each phone call made by a customer costs the bank \$3 per hour, representing a significant expense for the business.

The current business problem was identified, and online banking was proposed as the solution. This would allow customers to log in to their accounts and manage them 24/7. This solution would also significantly reduce call center volume and help decrease the expenses associated with running a call center. Online banking capabilities were added to the customer-facing website: atlanticbankofamerica.com.

The customer's physical location may impact their ability to access certain products, services, or features, which were noted as assumptions/dependencies. The Business Requirements (Modules) template was drafted for business review and approval.

BUSINESS REQUIREMENTS DOCUMENT - Is the high level requirements of the business.

5. Business Requirements (Modules) Template

5.1. Digital Profile Management

- 5.1.1. Ability for the user to register
- 5.1.2. Ability for the user to login
- 5.1.3. Ability for the user change password
- 5.1.4. Ability for the user to retrieve user id
- 5.1.5. Ability for the user to retrieve password

5.2. Accounts Management

- 5.2.1. Ability for the user to view account summary
- 5.2.2. Ability for the user to view account history
- 5.2.3. Ability for the user to edit profile
- 5.2.4. Ability for the user to view statements
- 5.2.5. Ability for the user to download statements

5.3. Funds Management

- 5.3.1. Ability for the user to add a bill
- 5.3.2. Ability for the user to pay a bill
- 5.3.3. Ability for the user to transfer funds
- 5.3.4. Ability for the user to view bill payment history
- 5.3.5. Ability for the user to view transfer funds history

5.4. Checks Management

- 5.4.1. Ability for the user to order checks
- 5.4.2. Ability for the user to edit an order
- 5.4.3. Ability for the user to cancel an order
- 5.4.4. Ability for the user to place a recurring order
- 5.4.5. Ability for the user to view order history