

## Use case document Check account balance

Use Case Name: Check account Balance.

Description: A Customer wants to check balance in his/her account.

Actors: Customer/User (Person who generates a request to check his balance by clicking the button).

Precondition:

- The customer/user should login to his/her account.
- The person who requests to check balance needs to have an active internet connection.
- The website needs to be accessible by the customer.

Basic Flow:

- 1) The Customer/User visits the bank website.
- 2) The Customer logs in to his account using Account number, username and password.
- 3) The customer after logging in will be taken to a page where there is a Dashboard to choose an option whether to transfer funds, check account balance etc.,
- 4) The customer will choose check account balance option from the available list.
- 5) Website extracts the information about account balance from banks database server using the Account number.
- 6) The website displays the balance amount to the user which is there in his account.
- 7) The website asks the user if he/she wants to exit or choose any other option from the list (funds transfer, apply for loan).
- 8) The user clicks exit
- 9) The use case ends.

Alternates:

- Customer can go check his account balance in any ATM.
- Customer might call a customer support if they find an issue in checking their balance.
- Customer can use UPI's (Gpay, Paytm) to check their account balance.

Exception:

- The banks website isn't working or when it's on maintenance, then an error will pop up saying "Website under maintained".
- The customer loses the internet connection between the process, then an "No Internet" message will pop up.

Trigger: Customer clicks the button on the website to check account balance.

Post condition: Customer will get to know his/her account balance.

Stakeholders: Customer