**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 logins 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