1. *Draw the use case diagram for Bank ATM subsystem - top level use cases.*

On most bank ATMs, the customer is authenticated by inserting a plastic ATM card and entering a personal identification number (PIN). *Customer Authentication* use case is required for every ATM transaction so we show it as [**include**](https://www.uml-diagrams.org/use-case-include.html) relationship. Including this use case as well as transaction **[generalizations](https://www.uml-diagrams.org/use-case.html" \l "generalization)** make the *ATM Transaction* an [**abstract use case**](https://www.uml-diagrams.org/use-case.html#abstract-use-case).

1. List out the requirements gathering tools. Explain about open-ended and closed-ended question.