### **Use Case Flow:**

Actors:

1. Guest/User
2. Registered User (Applicant)
3. System Admin
4. Credit Analyst
5. Customer Support Representative

Use Cases:

#### **1. Guest/User**:

* UC1.1 - View Advertisement: User accesses the platform and views the credit card advertisement.
* UC1.2 - View Card Details: User clicks on the advertisement to view detailed benefits, terms, and conditions of the credit card.
* UC1.3 - Initiate Registration: User decides to apply for the credit card and starts the registration process.

#### **2. Registered User (Applicant)**:

* UC2.1 - Login: Applicant logs into the system.
* UC2.2 - Fill Application Form: After logging in, the applicant fills out the credit card application form.
* UC2.3 - Save Application: Applicant saves the form to complete it later.
* UC2.4 - Submit Application: Applicant submits the filled-out application for processing.
* UC2.5 - View Application Status: Applicant checks the status of their application.
* UC2.6 - Update Profile: Applicant updates personal details or changes the password.
* UC2.7 - Logout: Applicant logs out of the system.

#### **3. System Admin**:

* UC3.1 - Manage Users: Admin can create, delete, or suspend user accounts.
* UC3.2 - View System Logs: Admin checks system activity logs for monitoring or debugging purposes.
* UC3.3 - Generate Reports: Admin generates reports on application metrics and user activity.
* UC3.4 - System Configuration: Admin configures system settings and integrates with third-party services like credit check providers.

#### **4. Credit Analyst**:

* UC4.1 - Review Flagged Applications: Analyst reviews applications that couldn't be processed automatically.
* UC4.2 - Access Credit Reports: Analyst views detailed credit reports for applications under review.
* UC4.3 - Finalize Application Decision: Analyst approves or rejects applications based on a detailed review.

#### **5. Customer Support Representative**:

* UC5.1 - Assist with Application: Representative helps users in understanding and navigating the application process.
* UC5.2 - Resolve Issues: Representative resolves common user issues or escalates them to the system admin.
* UC5.3 - Answer Queries: Representative answers user queries related to the credit card or application process.

Relationships/Flows:

* UC1.3 leads to UC2.1 (Once the user initiates registration and registers, they become an applicant and can log in).
* UC2.2 can lead to either UC2.3 or UC2.4 (The applicant can choose to save the form for later or submit it immediately).
* UC2.4 can potentially lead to UC4.1 (If the application needs manual review, it gets flagged for the credit analyst).