REQUIREMENTS ELICITATION

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TIME OF INTERVIEW: 18/09/2025, 10:30AM-12:30PM

**Q & A SESSION.**

**FUNCTIONAL REQUIREMENTS**

CAN A CUSTOMER HAVE MULTIPLE ACCOUNTS

Answer: Yes, a customer can have multiple accounts. For example, one customer may hold both a checking account and a fixed deposit account. This allows flexibility for managing finances in different ways.

WHAT WOULD THE TRANSACTION HISTORY INCLUDE?

Answer: The system should include dates of transactions, the type of transaction (deposit, withdrawal, transfer), the amount, the old balance, and the new balance after the transaction. It should also include reference numbers or IDs for auditing.

DO WE CALCULATE THE INTEREST RATES OURSELVES AND APPLY THEM TO THE BALANCE?

Answer: No, the system should calculate interest automatically. It must look at the balance, check the applicable interest rate, and update the account without manual calculation.

DO WE NEED TO REGISTER THE CUSTOMER?

Answer: No, we only need to create an account for the customer. The registration happens during the opening process.

WHAT CUSTOMER INFO IS MOST CRITICAL TO STORE?

Answer: The most important information to store is the customer’s transaction history. This ensures all deposits, withdrawals, and transfers are recorded accurately for financial tracking and accountability.

SHOULD THE SYSTEM SUPPORT MULTIPLE USERS AT THE SAME TIME?

Answer: Yes, the system should allow multiple users to log in and use the system simultaneously. Each session should be independent to prevent interference or data mix-ups.

CAN A CUSTOMER HAVE MULTIPLE SAVING ACCOUNTS

Answer: No, each customer is allowed only one savings account. This helps maintain proper financial management and avoids duplication.

WHICH CURRENCY SHOULD BE USED?

Answer: The system should support transactions in any currency of choice.

**NON-FUNCTIONAL REQUIREMENTS**

HOW SHOULD THE GUI LOOKS LIKE?

Answer: The GUI should be interesting, simple to navigate, and user-friendly. It should be visually appealing but also easy to understand for both technical and non-technical users.

SHOULD THE SYSTEM ALLOW FOR LOG IN ERROR?

Answer: The system should handle login errors properly. Incorrect attempts must show a clear error message. Security can include account lockouts after several failed attempts. From a design perspective, the focus should be on using good Object-Oriented Programming (OOP) principles, and not on unnecessary extra features.