

Pega's University Program



New Bank Account Opening (Use Case)



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Fax: (617) 374-9620 www.pega.com

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1 New Bank Account opening – 4 – 6 Hours

Use Case ID	UC-58			Version		2.0
Use case	New Bank Account Opening					
Name						
Platform	Pega 8.4			Time for o	completion	6 Hours
Details						
Created By	Rajanikant			Last Upda	•	Sarada Satapathy
Date Created	08.04.202			Last Revis	sion Date	26.11.2020
Concepts	1. Case Lif		ita salakaita s			
covered		•	tional Action			
	3. Routing					
	4. SLA					
	5. Multi-st	•	1.61			
		ling the case				
	_	fields to a ca	ase type			
	8. Corresp		Late			
	· ·	lating case o				
		ating case Va				
		ting case da	ta			
	12. Work I	Parties				
Description	ABC Bank	want to aut	omate the ac	count ope	ning process	in their bank. In the first release the
	bank want	ts to move w	vith opening a	a Saving ba	ank account.	As an initial level design, the customers
	from diffe	rent countri	es from the re	egions like	Asia, Americ	ca, Europe and Australia can open the
						enter the ID proof details (Aadhar Card-
				•	n SSN or Tax I	File Number (TFN)-European country)
	which are	mandatory	to open an ac	ccount.		
	Defertet	aa halauu tak	olo for rogion	s and sour	striace Ctara t	he data in a legal data course
	Sno	Region	Country	s and cour	itiles. Store t	he data in a local data source.
	1	Asia	India			
	2	America	United State	0.0		
	3	America	Canada	= 5		
			Russia			
	5	Europe Europe	Germany			
	6	Australia	Australia			
	7	Australia		. ما		
		Australia	New Zealan	iu		
	The process for energing a saving hank account is the following:					
	The process for opening a saving bank account is the following: a. Accept the customer information via digital form					
	b. Accept the documents digitally					
			rm should be		•	
						green or red signal
						Some time frame for approval must be
	se					
	f. Manager might approve or reject with reason. The system must take care of this					
	situation.					
	g. On approval/rejection, the customer is notified via email / SMS					



Kit dispatching department must be notified about the approval. Kit should be prepared and send to the customer via a courier company i. Bank is having a tie up with ABC courier services j. Courier accept the consignment and ensure a door delivery k. E-signature is accepted by the courier delivery guy in the system Net banking credentials is provided to the customer m. Accept feedback in the system after the Banking account Kit is handed over to the customer. Customer, Verification Team Member, Manager, Courier Company Actors Mockup screens **Customer Details Permanent Address Temporary Address** First Name * Street Last Name * Street Landmark Landmark Middle Name Date Of Birth * City City Region * Select... \vee Pin Code Pin Code Country * Select... \vee Email ID Is Temp Address Same as Permanent Address Contact Number * Alt Contact Number Submit Cancel



Account Type
Select V
Amount
INR 2500
Nominee Details First Name Last Name
Middle Name Relationship with Applicant
Select V
Date of Birth Age
Occupation
Select V
Monthly Income
Select V
Cheque Book
○ Not Required ○ 10 Leaf ○ 30 Leaf ○ 50 Leaf
Statement Frequency
Not Required Monthly Half-Yearly Annually
Internet Banking Required Not Required
Mobile Banking
Required Not Required
SMS Alerts
Required Not Required
Cancel Save Submit



	ID Proof Aadhar Card Number * Name On Card *
	Traille UT Cald -
	Date Of Birth *
	Attach Address Proof
	Filename Attach
	Attach Photo
	Filename Attach
	Attach DOB Proof
	Filename Attach
	I Hereby declare that the details furnished above are true and correct to the best of my knowledge and belief and i undertake to inform you of any changes their in, immediately. In case any of the information is found to be false or untrue or misleading or misrepresenting, I an aware that I may be held liable for it.
	Signature
	Two copies of Specimen signature
Trigger	Whenever the customer willing to open the new bank account
Preconditions	 Create specific users for the above roles Create the required work parties for correspondence
	3. While opening the account the minimum balance must be \$200
Post	Change the status at each step in every case type.
conditions	 Change the status at each step in every case type. The Account number must be generated atomically with the format "AC-XXXXXXXXXX"
Conditions	3. A correspondence mail must be send to the customer once the account is created with
	the case data.
Normal Flow	This case type has multiple stages
1101111ai 1101	1. New Request
	2. Verify Document
	3. Manager Approval
	4. Kit Dispatch
	5. Delivery of the kit
	6. Feedback from customer
	New Request: The customer must fill all the correct details required for opening the Savings
	Account. Submit all the required documents digitally.



	Verify Document: After new request generation, one of the verification department team members needs to verify the application details entered by the customer and route the assignment to manager, if the details entered by the customer are correct.						
	Manager Approval: The Manager can approve/reject the application requested by the customer. In either case the manager has to enter the reason. Along with the reason the system must send a correspondence mail to the customer.						
	Kit Dispatch: Once the Manager approves, the assignment must route to the ABC Kit dispatch company with the customer details and account number. They will print the required kit and dispatch it to the customer.						
	Delivery of the kit: Once the kit is prepared with the consignment number, they will deliver the kit to the customer.						
			comer: Upon rec	ceiving the kit by the	customer, E-signatu	re is accept	ed by the
Alternate				the state of the s	ce mail must be sent	to the custo	omer with
Flows		_	ion of an applic				
Exceptions		e customer n tionally if rec		vision to update or c	hange the contact nu	ımber or er	nail id
Includes		•		ress to create the be	low listed properties		
	1.	Permanent					
	2.	Temporary	Address				
Frequency of Use	N/A						
Special	1. Wł	nile filling the	application for	m. when customer s	selects the region the	country lis	t must
Requirement		pulate in the		,		, ,	
S	2. Based on region and country selected by the customer, the system must display:						
	A) The minimum amount to pay while opening the account						
	B)	Allow the u	ser to enter the	e address proof detai	15.		
	Please	refer to the I	below table for	more details			
						Min	
	C	Docion	ID Break	Detaile to Fater	Number Farmst	Amoun	Currenc
	Sno	Region	ID Proof	Details to Enter	Number Format		Currenc y
	Sno	Region	ID Proof	Details to Enter 1. Aadhar Card Number	Number Format	Amoun	
	Sno	Region	ID Proof	1. Aadhar Card	Number Format 12 Digits	Amoun	
	Sno 1	Region	ID Proof Aadhar Card	1. Aadhar Card Number		Amoun	
	1	India	Aadhar Card USA SSN	1. Aadhar Card Number 2. Name 3. Date of Birth 1. SSN Number	12 Digits XXXX-XXXX-XXXX 9 Digits	Amoun t	INR
			Aadhar Card USA SSN Number	1. Aadhar Card Number 2. Name 3. Date of Birth 1. SSN Number 2. Name	12 Digits XXXX-XXXX-XXXX 9 Digits XXX-XX-XXXX	Amoun t	у
	2	India America	Aadhar Card USA SSN Number European	1. Aadhar Card Number 2. Name 3. Date of Birth 1. SSN Number 2. Name 1. SSN Number	12 Digits XXXX-XXXX-XXXX 9 Digits XXX-XX-XXXX	2500 75	INR USD
	1	India	Aadhar Card USA SSN Number European SSN	1. Aadhar Card Number 2. Name 3. Date of Birth 1. SSN Number 2. Name 1. SSN Number 2. Name	12 Digits XXXX-XXXX-XXXX 9 Digits XXX-XX-XXXX	Amoun t	INR
	2	India America	Aadhar Card USA SSN Number European SSN Tax File	1. Aadhar Card Number 2. Name 3. Date of Birth 1. SSN Number 2. Name 1. SSN Number 2. Name	12 Digits XXXX-XXXX-XXXX 9 Digits XXX-XX-XXXX 11 Digits XXX-XXX-XXX-XX	2500 75	INR USD
	2	India America	Aadhar Card USA SSN Number European SSN	1. Aadhar Card Number 2. Name 3. Date of Birth 1. SSN Number 2. Name 1. SSN Number 2. Name	12 Digits XXXX-XXXX-XXXX 9 Digits XXX-XX-XXXX	2500 75	INR USD
	2	India America Europe Australia Once the cu	Aadhar Card USA SSN Number European SSN Tax File Number (TFN)	1. Aadhar Card Number 2. Name 3. Date of Birth 1. SSN Number 2. Name 1. SSN Number 2. Name 1. TFN Number 2. Name 3. Date of Issue	12 Digits XXXX-XXXX-XXXX 9 Digits XXX-XX-XXXX 11 Digits XXX-XXX-XXX-XX	2500 75 50 60 n team the	INR USD EUR



	 Accept two copies of specimen signature, in future when a cheque is issued by the customer then the specimen signature should be checked before payment. The Net banking Username password need to be generated and sent to the customer Once the customer submits the form with all the necessary details, the system must generate a PDF with customer details (Case Data), which can be sent to the customer as
	an attachment while sending the mail.
Future	
Requirement	
S	
Assumptions	N/A
Reporting	Create a chart report which can tell the Bank manager about the status of all the Accounts
Requirement	creates and about to be created.
S	
Notes and	1. The Account number must be 10 digits
Issues	2. The date of account open must set its value as system date
	3. The Customer must enter the nominee details
Acceptance	Set all the mandatory fields as required
Criteria	2. Data of Birth must be less than the current system date
(scenarios for	3. When both permanent and temporary address are same, by selecting a check box, address
Unit Testing)	should be copied from permanent address to temporary address
	4. If Manager rejects the application, he must enter the reason for rejection.