

Pega's University Program



Locker Management (Use Case)

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1 Locker Management – 6hrs

Use Case ID	UC-64	Version	2.0
Use case Name	Locker Management		
Platform Details	Pega 8.4	Time for completion	6 hours
Created By	Rohit Mittal	Last Updated By	Sarada Satapathy
Date Created	11-03-2020	Last Revision Date	25-06-2020
Concepts covered	<ol style="list-style-type: none"> 1. Case Management 2. Data Modelling 3. Data Type 4. Correspondence 5. Service Level Agreement 6. Data Transform 7. When rule 		
Description	<p>GoLock is an organization creating Locker Management application that provide an option to book locker online as requested by the customers. Customer will register online through the application. Once customer login into an application with their credentials then they will book locker with the respective bank. For requesting a locker, Customers will enter details like Account Number, Bank Name and their personal details will display. They also need to provide one cancelled check, one passport size photo as an attachment and e-signature of the customer. After requesting for locker depending on the size (like 12 X 12, 14 X 14), Locker Manager will either approve or reject the case. Once it is approved, 2 keys will be generated. One key will be given to customer and another key will be remained with locker manager to access locker. Confirmation mail will be sent to the customer that “Locker is booked”. If rejected, rejection mail will be sent to customer that “locker is not booked with a reason like “No locker available”, etc”. Locker Officer will add locker for their respective bank in to the application with the respective size and charges.</p> <p>Enhancement :</p> <p>(1)Due to more demand for the locker facility and maintenance, Bank has introduced the payment option to the customer. The payment can be based on the plan (1 month, 3 month, 6 month and 12 month) Depending on the payment plan the cost must be calculated. Manager has to send the payment due mail according to the payment plan.</p> <p>(2) For the locker minimum validity period is 6 months. Customers can click Locker Extension case type to pay extra charges and extend the validity period to next 6 months. Locker Extension – should collect the existing customer details and extend the validity date.</p>		
Actors	Customers, Locker Manager, Locker Officer		

Mock up screens

Identify Customer

Select Option *

☐ Existing Customer☐ New Customer

New Customer Details

First Name *

Last Name *

Email *

Phone No *

DOB *

Password *

☒ Provide Bank Details

Bank Details

Bank Name *

Country *

State *

City *

Branch Name *

IFSC code *

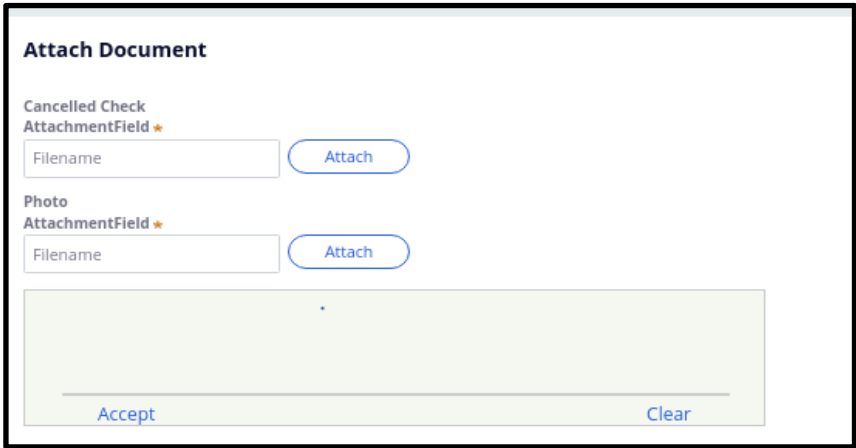
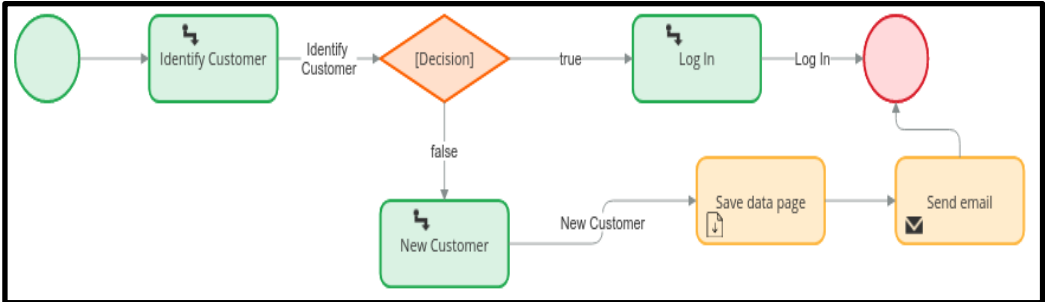
Account Number *

Log In

Log In Details

Email *

Password *

	
Trigger	New Customer accessing the portal can click on the book Locker button to register through the application and book locker online.
Preconditions	Sample data: as provided in the below table
Post conditions	Customer will receive an email confirmation about successful registration of Locker Management application Once Locker is booked, case will be resolved.
Normal Flow	<ul style="list-style-type: none"> Application will identify whether it is existing customer or new customer. If it is existing customer, then they directly login into the application. Otherwise customer will register into it. In the registration form, if customer will select “Provide Bank Details” checkbox then Bank details section will be visible to users.  <ul style="list-style-type: none"> Mock up screen is given in the above column. Once customer registered/Logged-in then they will book locker online. It will be approved or rejected by Locker Manager. Once it is approved, 2 keys will be generated. One key will be given to customer and another key will be available with Locker Manager to access the locker. Confirmation mail will be sent to customer that “locker is booked”. If rejected, rejection mail will be sent to customer that “locker is not booked”.
Alternate Flows	N/A
Exceptions	<ul style="list-style-type: none"> Alternate stage should be executed, where locker manager rejects the customer request In alternate stage locker manager should give a valuable reason for rejection. The goal and deadline of locker manager to approve/reject the case is within 20 to 30 minutes. All fields are mandatory Date of Birth must be past date Age must be greater than 20 Password must be encrypted. Account number must be encrypted.

	<ul style="list-style-type: none"> Attachment should be open by authorized user. Photo must be of specific size i.e. 2 X 2 inches
	<ul style="list-style-type: none"> If customer is not existing with any account in the bank then error message will display that “You cannot book locker”.
Includes	N/A
Frequency of Use	N/A
Special Requirements	Customer should be able to access the application using a mobile device as well. For the same, the screen should be responsive
Future Requirements	<ul style="list-style-type: none"> Enhancement like, Customer will store important documents into their locker by given lockerID. Customer will give request to close the locker. Customer will also change the locker. Every time when customer access locker their record should be stored in the system. Customer must give e-signature every time after access the locker.
Assumptions	N/A
Notes and Issues	<ul style="list-style-type: none"> Mobile number should be in numbers and have only ten digits. Mobile number should be in (123) 123-3456 format.
Acceptance Criteria (scenarios for Unit Testing)	N/A

Sample Data:

Bank Name	Branch	IFSC/Swift code	Country	State	City
Bank of America	NEW DELHI BRANCH	BOFA0ND6216	India	Delhi	New Delhi
Bank of America	BANGALORE BRANCH	BOFA0BG3978	India	Karnataka	Bangalore
Bank of America	BANK OF AMERICA, AUSTRALIA BRANCH	BOFAUS3DAUS	USA		CHARLOTTE, NC
Bank of America	LOANS TRADE SUPPORT	BOFAGB22LTS	United Kingdom		London
Bank of America	BANK OF AMERICA, HONG KONG BRANCH	BOFAUS3DHK2	USA		CHARLOTTE, NC
HSBC	HYDERABAD	HSBC0500002	India	Telangana	Hyderabad
HSBC	MAIN BRANCH, MUMBAI	HSBC0400002	India	Maharashtra	Mumbai
HSBC	VANCOUVER	HKBCCATTVAN	Canada		Vancouver
HSBC	CALGARY BRANCH	HKBCCATTAL	Canada		Calgary
SCB	HYDERABAD	SCBL0036075	India	Telangana	Hyderabad
SCB	GLOBAL MARKETS	SCBLGB2GGBL	United Kingdom		London
SCB	90 M G ROAD, BANGALORE	SCBL0036074	India	Karnataka	Bangalore
SCB	CAPITAL MARKETS DIVISION	SCBLGB2LCPM	United Kingdom		London
SCB	STANDARD CHARTERED BANK	SCBLZAJ2	SA		JOHANNESBURG
SCB	CHOWPATY	SCBL0036047	India	Maharashtra	Mumbai
RBS	RAJOURI GARDEN	ABNA0100329	India	Delhi	New Delhi
RBS	BANGALORE	ABNA0100318	India	Karnataka	Bangalore

RBS	LOWER PAREL WEST MUMBAI	ABNA0NEFT02	India	Maharashtra	Mumbai
RBS	HYDERABAD	ABNA0100317	India	Telangana	Hyderabad
RBS	Rbs Glasgow Csc	RBOSGB2101B	United Kingdom		Glasgow
RBS	CHENNAI	ABNA0100313	India	Tamil Nadu	Chennai
RBS	JALANDHAR	ABNA0100340	India	Punjab	Jalandhar
RBS	DOUGLAS LANARKSHIRE	RBOSGB21509	United Kingdom		DOUGLAS

Sample Data:

Locker ID	Locker Size	Annual charges		Bank Name
		India	Other Countries	
L-1	12 X 12	1200	120\$	Bank of America
L-2	12 X 14	1300	130\$	Bank of America
L-3	13 X 13	1300	130\$	HSBC
L-4	13 X 14	1400	140\$	HSBC
L-5	17 X 17	1600	160\$	SCB
L-6	36 X 36	2500	250\$	RBS
L-7	18 X 18	1800	180\$	RBS