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| **Use Case Name** | Manager Customer Main Account | |
| **Scenario** | Customer wants to update, close, or create individual or business account. | |
| **Triggering Event** | Customer contacts customer service to update, close, or create individual or business account. | |
| **Brief Description** | Customer wants to update or close their existing account, or they want to create a new individual or business account. | |
| **Actors** | Customer service. | |
| **Related Use Cases** | * View main account * Update main account * Close main account * Verify customer’s legitimacy * Create customer individual main account * Create student account * Link account with another regular account * Create deposit account * Deposit minimum Rp1,000,000 * Update account balance * Choose ARO/Non-ARO * Use ARO principle * Use non-ARO principle * Create regular account * Create regular card | * Create saving account * Check has regular account * Deposit minimum Rp50,000 * Create additional saving card * Create customer business main account * Check customer's eligibility to create business account card * Check if customer has individual regular account * Check if customer's individual regular account has minimum of two years of usage * Check if customer has Rp50,000,000 in their individual regular account for the past six months * Check if customer has average of 10 transactions per month in regular account * Create business account card * Create business card * Create petty card * Create deposit card * Create reward card |
| **Stakeholders** | Customer, Finance Team, Manager | |
| **Precondition** | Customer must contact customer service  Customer must have an account  Customer must have individual regular account  Customer’s individual regular account has minimum of two years of usage  Customer has at least Rp50,000,000 in their individual regular account for the past six months  Customer has average of 10 transactions per month in regular account | |
| **Postcondition** | Customer’s account is updated  Customer’s account is closed  Customer’s regular account is created  Customer’s student account is created  Customer’s deposit account is created  Customer’s saving account is created  Customer’s business account is created | |
| **Flow of Events** | **Customer Service** | **System** |
| 1. Input customer information  1.3.a. Deposit min. Rp50,000  1.4.a. Set account level to bronze  1.4.b. Set account level to silver  1.4.c. Set account level to gold  1.4.d. Set account level to black  1.5.a.1. Create saving account  1.5.a.2. Deposit min Rp1,000,000  1.5.b. Create deposit account | 1.1. Check customer’s age  1.1.a.1. Create regular account  1.1.a.2. Create regular account card  1.1.b.1. Create student account  1.1.b.2. Bind student account with regular account  1.2. Create individual account  1.3 Check if account is regular  1.3.a. Update customer account balance  1.4.a. Update account level to bronze  1.4.b. Update account level to silver  1.4.c. Update account level to gold  1.4.d. Update account level to black  1.5.a.1.1. Create saving account  1.5.a.1.2. Create saving account card  1.5.a.2. Update customer account balance  1.5.b. Create deposit account  1.6. Show individual account activated success message |
| **Exception Condition** | 1.1.b.2. Regular account does not exist  1.3.a. Customer does not have the money  1.5.a.2. Customer does not have the money | |