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| **Use Case Name** | Teller Service | | | |
| **Scenario** | Teller services a customer | | | |
| **Triggering Event** | Customer meets teller to be serviced | | | |
| **Brief Description** | When a customer visits a teller, the teller asks the customer for their account number and input it into the system, then the teller verifies if the customer and the account number’s owner match.  If they don’t match, the system will show an error notification.  If the customer wants to deposit money, the account number must belong to either themself or their family.  If all validations are passed, the teller can continue servicing the customer such as deposit money, transfer money, make payment, and withdraw money. | | | |
| **Actors** | Customer, Teller | | | |
| **Related Use Cases** | * Transfer to virtual account. * Withdraw customer’s money. * Handle customer’s utility payments. * Deposit customer’s money. | | * Transfer customer’s money. * Verify customer’s legitimacy. * Update customer’s account balance. | |
| **Stakeholders** | Customer, Manager | | | |
| **Precondition** | Customer must have a main account.  Customer must queue first. | | | |
| **Postcondition** | Customer is serviced by the teller. | | | |
| **Flow of Events** | **Customer** | **Teller** | | **System** |
| a.1. Want to deposit  a.2. Tell teller their account number or family’s account number.  a.3. Give money to teller  b.1.Want to transfer money  b.2. Give the account number destination  b.3. Tell transfer amount  c.1. Want to make payment  c.2. Give account or virtual account number  c.3. Tell transfer amount  d.1.Want to withdraw money  d.2. Tell withdraw amount to teller | a.2.1. Input the account number into the system.  a.3.1. Input the money amount into the system  b.2.1. Input the account number into the system  b.3.1. Input the transfer amount into the system  c.2.1. Input account or virtual account number into system  c.3.1. Input the money amount into the system  d.2.1. Input withdraw amount into the system  d.2.2. Give withdrawn money to customer | | a.2.1.1. Verifies that the account belongs to customer or customer’s family.  a.3.1.1. Increase the account balance according to the money amount  b.2.1.1. Verifies that the account number exists  b.3.1.1. Verifies that the customer’s account has enough balance  b.3.1.2. Reduce customer’s account balance  b.3.1.3. Increase destination account balance  b.3.1.4. Record transaction  c.2.1.1. Verifies that the account or virtual account exists.  c.3.1.1. Verifies that customer’s account balance has enough money  c.3.1.2. Reduce customer’s account balance  c.3.1.3. Record transaction  d.2.1.1. Verifies that customer’s account has enough balance  d.2.1.2. Reduce customer’s account balance |
| **Exception Condition** | a.2.1.1. Show credential mismatch error  b.2.1.1. Show account doesn’t exist error  b.3.1.1. Show not enough balance error  c.2.1.1. Show account doesn’t exist error  c.3.1.1. Show not enough balance error  d.2.1.1. Show not enough balance error | | | |