1. Create Virtual Account Number (Customer Service)

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| **Use Case Name** | Create Virtual Account Number | |
| **Scenario** | Customer Service want to generate Virtual Account Number (VA) | |
| **Triggering Event** | Customer service handles the business owner who wants to make a VA | |
| **Brief Description** | Customer services receive VA request with data from business owner, then generate the VA’s | |
| **Actors** | Customer Service | |
| **Related Use Cases** | None | |
| **Stakeholders** | Business Owner | |
| **Precondition** | Business owner basic information must be available.  Business owner data must be available. | |
| **Postcondition** | Virtual Account number(s) must be created and saved. | |
| **Flow of Events** | **Actor** | **System** |
| 1. Customer Service insert basic information 2. Customer Service Choose generate method 3. Customer Service insert data | * 1. System prompts how VA wants to be generated   2.1 System request data  3.1 System generate VA number |
| **Exception Condition** | 2.1 If Customer Service choose manual method, then they only can generate VA for one data at a time  2.1 If Customer Service choose by excel, then they could generate it at once  2.1 System could ask Customer Service to input more data, if Customer choose manual method, if Customer choose manual method | |

1. Withdraw Money (Teller)

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| **Use Case Name** | Withdraw money | |
| **Scenario** | Tellers want to withdraw money | |
| **Triggering Event** | Teller handle customer who wants to withdraw money | |
| **Brief Description** | Tellers verify customer, then following with verify access code, then enter amount, then the system dispense cash and print receipt | |
| **Actors** | Teller | |
| **Related Use Cases** | Check transactions | |
| **Stakeholders** | Customer, ATM machine | |
| **Precondition** | Customer account must available.  Customer identity data must available. | |
| **Postcondition** | Cash must be dispensed, and receipt must be printed. | |
| **Flow of Events** | **Actor** | **System** |
| 1. Tellers verify customer is his/her account or not 2. Tellers handle incorrect access code 3. Tellers input amount | * 1. System check account   2. System prompts access code   3. System verify access code   2.1 System prompts amount  3.1 System check balances  3.2 System dispense cash  3.4 System print receipt |
| **Exception Condition** | * 1. If it is not his/her account, send not valid account notification   1.3 If access code not valid, teller will handle incorrect access code  3.1 If balance not enough, system will finish transaction | |

3. Request employee firing (HRM team)

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| **Use Case Name** | Request employee firing | |
| **Scenario** | Human Resource Management team wants to request fired an employee | |
| **Triggering Event** | Human Resource Management team wants to fire an employee due to violation of the employee made | |
| **Brief Description** | HRM team request to manager to fire an employee due to violation score of the employee | |
| **Actors** | Human Resource Management Team | |
| **Related Use Cases** | Fire employee (Manager) | |
| **Stakeholders** | Manager | |
| **Precondition** | Evidence to prove why employee should be fired must available | |
| **Postcondition** | Fire request must be created and send to manager.  The reason for fire employee must be confirmed by the manager. | |
| **Flow of Events** | **Actor** | **System** |
| 1. HRM team request firing an employee  2. HRM team insert employee data  3. HRM team insert evidence | 1.1 System create a new fire form request  1.2 System prompts employee data  2.1 System check employee data  2.2 System prompts evidence  3.1 System create and save request  3.2 System send request to manager |
| **Exception Condition** | 2.1 Employee data are incomplete  3.1 Employee data are invalid | |

4. Report broken item

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| **Use Case Name** | Report broken item | |
| **Scenario** | Employees want to report broken item | |
| **Triggering Event** | There’s broken item or item which needs maintenance | |
| **Brief Description** | Employee from others team report any broken item or the one which needs maintenance | |
| **Actors** | Customer Service, Finance Team, Teller, Manager, HRM team | |
| **Related Use Cases** | Set Item Status | |
| **Stakeholders** | Security & Maintenance Team | |
| **Precondition** | Broken item to be report must exist.  Item which need maintenance must exist. | |
| **Postcondition** | Reported item must be create and save.  Report broken item must be send to Security | |
| **Flow of Events** | **Actor** | **System** |
| 1. Employee insert department information  2. Employee insert their information data  3. Employee insert item code  2. Employee insert item report data | 1.1 System prompts employee data  2.1 System prompt Item code  3.1 System check item  3.2 System prompts item report data  2.1 System send report to Security & Maintenance Team |
| **Exception Condition** | 1.1 Item code might be wrong  1.1 Item might be not found | |

5. Create Credit Card Request (Customer Service)

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| **Use Case Name** | Manage Credit Card Request | |
| **Scenario** | Customer services manage credit card request | |
| **Triggering Event** | Customer services handle customer who wants to request credit card | |
| **Brief Description** | Customer service input customer data, then system send request to financial team and credit card company, they will decide the limit of credit card. | |
| **Actors** | Customer Service | |
| **Related Use Cases** | Manage credit card request | |
| **Stakeholders** | Customer | |
| **Precondition** | Customer Family Card must be available.  Customer Identity Card must be available. | |
| **Postcondition** | Credit card limit must be decided.  Credit card must be created. | |
| **Flow of Events** | **Actor** | **System** |
| 1. Customer Service input customer data  2. Financial team and Credit card company set approval status  3. Financial team and credit card company set limit | 1.1 System send request to Financial team and Credit card Company  1.2 System check approval status  2.1 System prompts request credit card limit to Financial team and Credit card Company  3.1 System process credit card |
| **Exception Condition** | 1.2 Credit card approval status can be rejected. | |

6. Create Money Loans Request (Customer Service)

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| **Use Case Name** | Create Money Loans Request | |
| **Scenario** | Customers Service want to request money loans | |
| **Triggering Event** | Customer Service handle customer who wants to request money loans | |
| **Brief Description** | Customer Service input guarantee document(s), then system validate the document(s), ask for money loan type, check eligibility, then send request to finance team | |
| **Actors** | Customer Services | |
| **Related Use Cases** | Receive money loan request (Finance team) | |
| **Stakeholders** | Customer | |
| **Precondition** | Customer guarantee document(s) must available. | |
| **Postcondition** | Money loans request must be sent to finance team. | |
| **Flow of Events** | **Actor** | **System** |
| 1. Customer Service insert guarantee document(s)  2. Customer Service choose/insert loan type  3. Finance team receive request and decide approved or not  4. Customer Service receive notification | 1.1 System validate guarantee document(s)  1.2 System prompt for loan type  2.1 System check eligibility  2.2 System send request to finance team  3.1System process money loan  3.2 System send notification to customer service |
| **Exception Condition** | 1.1 Guarantee document(s) might be not valuable, then system will send notification to Customer Service.  2.1 Customer might be not eligibility, then system will send notification (“Not eligible”) to Customer Service.  3.1 Finance team might be not approved the request. | |