

**23mx21 – Software Engineering**  
**USE CASE STORY – Withdrawal from Bank – No ATM**

<b>1. Name of the Use case</b>	<b>Withdrawal from Bank – No ATM</b>
<b>2. Actors</b>	<i>Customer, Teller</i>
<b>3. Description</b>	<i>This use case describes how to withdraw money from a bank without ATM facility.</i>
<b>4. Preconditions</b>	<i>Customer must have an account in his/her name and valid passbook.</i>
<b>5. Triggers</b>	<i>When a customer needs to withdraw cash from his/her account.</i>
<b>6. Flow of Events</b>  <b>6.1 Basic flow of events</b>	<p><b>1. Submission of withdrawal challan</b>  <i>The Customer submits a filled-in withdrawal challan [Date, Account number, Account holder's name, Amount to withdraw, amount in words and signature] along with the Passbook to Teller (bank staff).</i></p> <p><b>2. Checking the customer account</b>  <i>The Teller verifies the challan, enter the account number in the PC. Verifies customer's account and the current balance.</i></p> <p><b>3. Issue Cash and return the passbook to the customer</b>  <i>The teller issues cash to the customer as requested.</i></p> <p><b>4. Update the customer account and the passbook.</b>  <i>The teller updates the customer account and makes appropriate entries in the passbook.</i></p>

<b>6.2 Alternate flow of events</b>	<p><b>1. Wrong Customer Account Number</b>  <i>If the customer written the account number wrongly in the challan; then the Teller will return the challan mentioning the reason.</i></p> <p><b>2. Signature mismatch</b>  <i>Teller checks the signature in the challan and matches with the customer record; if there is a signature mis-match, then the Teller will return the challan.</i></p> <p><b>3. Not enough balance in the account.</b>  <i>If the withdrawal amount mentioned in the challan is more than the balance available in the account; then the teller return the challan mentioning the reason.</i></p>
<b>7. Success Criteria</b>	<p><i>The use case concludes when the teller issues cash and the updated passbook to the customer.</i></p>
<b>8. Post Conditions</b>	<p><b>Returned the challan.</b>  <i>Based on the above alternate flow of events; teller returned the withdrawal challan to the customer with reasons.</i></p> <p><b>Account updated</b>  <i>Teller updated the customer account after issuing the cash</i></p> <p><b>Passbook updated</b>  <i>Teller updated the passbook</i></p>
<b>9. Use Case Extensions</b>	<p><i>Customer Authentication</i>  <i>Updating the Customer Account</i>  <i>Updating the Passbook</i></p>