

Software Requirement Engineering (SE-301-A)



Submitted to:

Sir Muhammad Asim

Submitted by:

Moazam Attiq (221400003)

Ibrahim Iyaz (221400027)

Ammar Qaiser (221400040)

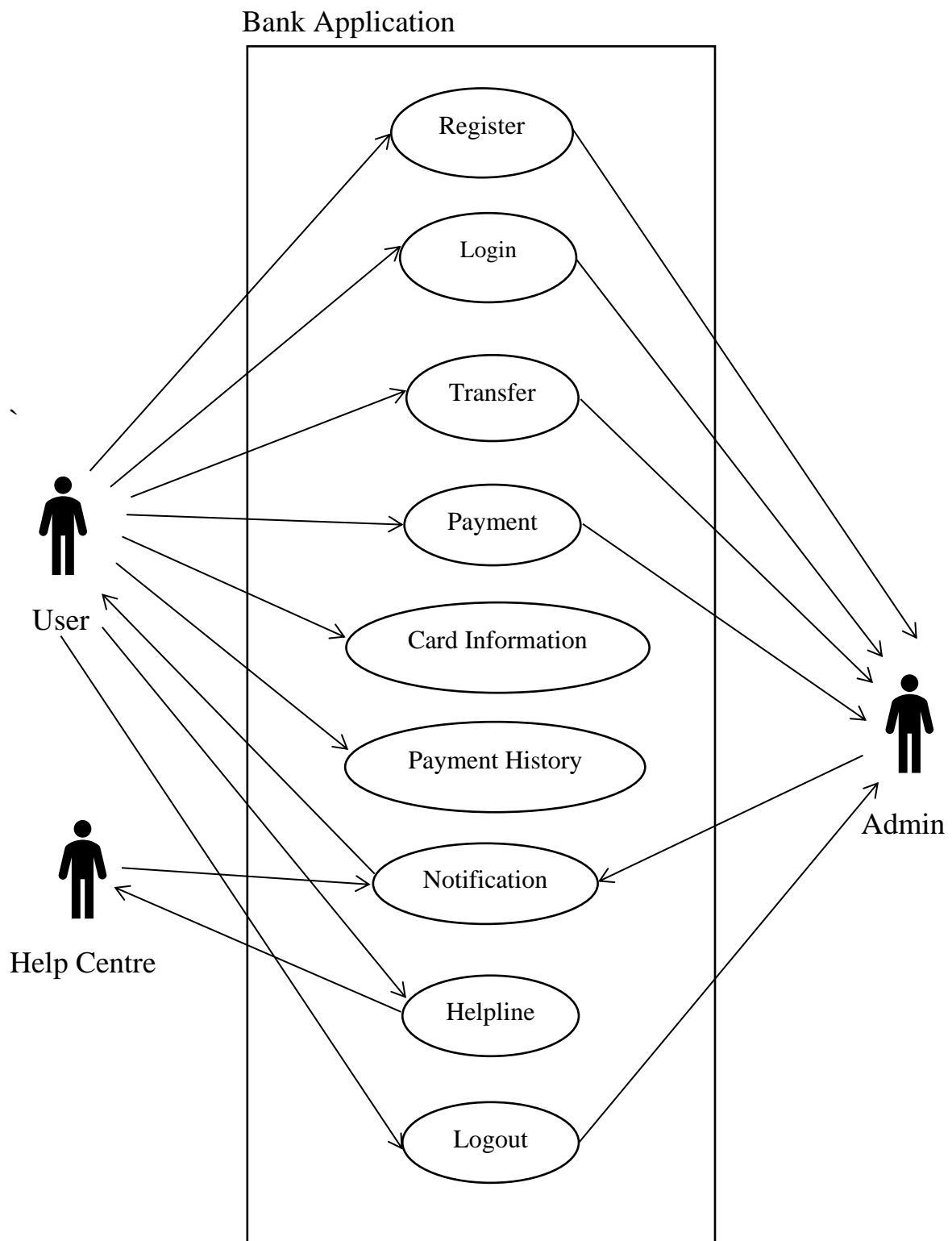
Topic:

Project Deliverable – 3 (1/2)

BS Software Engineering (III)

GIFT University, Gujranwala

Use Case:



User Stories:

1. Registration:

- As a new customer, I want to register for an account with my personal information, email, and password so that I can access the banking services.
- As a user, I want the registration process to include account verification steps to ensure the security of my information.

2. Login:

- As a registered user, I want to log in securely using my username/email and password to access my account information.
- As a user, I want the option for biometric authentication (fingerprint, face ID) for a more secure and convenient login experience.

3. Transfer:

- As a user, I want to transfer funds between my accounts or to other bank accounts, including internal and external transfers.
- As a customer, I want to be able to schedule future transfers or recurring transfers for convenience.

4. Card Information:

- As a user, I want to view my card details including card number, expiration date, and CVV for reference.
- As a customer, I want to be able to report a lost or stolen card and request a replacement through the app.

5. Payment History:

- As a user, I want to view a detailed history of my transactions including payments, transfers, and purchases.
- As a customer, I want to be able to filter and search my payment history by date, type, or amount for better tracking.

6. Helpline:

- As a customer, I want to have access to a helpline or customer support feature within the app to get assistance with any issues or queries.
- As a user, I want to be able to initiate a chat or call with a customer support representative directly from the app interface.

7. Notification:

- As a user, I want to receive real-time notifications for account activities such as transactions, payments, and security alerts.
- As a customer, I want to be able to customize notification preferences, including opting in/out of specific types of notifications.

8. Logout:

- As a user, I want to be able to securely log out of my account to prevent unauthorized access.
- As a customer, I want the option to automatically log out after a period of inactivity for added security.