**Software Requirement Engineering (SE-301-A)**

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Topic:

**Project Deliverable – 3 (1/2)**

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**BS Software Engineering (III)**

**GIFT University, Gujranwala**

**Use Case:**

Bank Application

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User



 Admin

Help Centre

**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.

1. **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.

1. **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.

1. **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.

1. **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.

1. **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.

1. **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.

1. **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.