

Use Case Name	Post Complaint
Actors	<ol style="list-style-type: none"> <li>1. Registered Customer (Has an existing account with the bank)</li> <li>2. Non-registered Customer (Does not have an existing account)</li> </ol>
Precondition (if any)	
Flow	<ol style="list-style-type: none"> <li>1. The customer will indicate that he/she wants to post a complaint.</li> <li>2. A drop down will appear with some options for the customer to choose the type of complaint.</li> <li>3. The customer will select an option and add the additional information (if any).</li> <li>4. The complaint will be redirected to the respected team.</li> <li>5. The customer can view the status of the complaint.</li> </ol>

Use Case Name	Manage Complaint Status
Actors	<ol style="list-style-type: none"> <li>1. Customer Support</li> </ol>
Precondition (if any)	The member should be a part of the respective team.
Flow	<ol style="list-style-type: none"> <li>1. The support engineer can view all the complaints and change the status.</li> <li>2. The status of the complaint will be notified to the customer via Email notifications.</li> <li>3. The engineer can assign a ticket and view it.</li> </ol>

Use Case Name	Register Customer
Actors	1. Admin
Precondition (if any)	New User
Flow	1. A new customer is added to the bank's database by the admin.

Use Case Name	Chatbox Integration
Actors	1. Admin
Precondition (if any)	
Flow	<ol style="list-style-type: none"><li>1. Whenever a user will login, a chatbox will be present with some common queries link.</li><li>2. If the query that user has is present there then he/she can click the link and the solution will be shown.</li><li>3. If it is not solved, the user can post a complaint or raise a query.</li></ol>

Use Case Name	Generate FAQ
Actors	2. Admin
Precondition (if any)	
Flow	<ol style="list-style-type: none"><li>1. The admin can add new FAQ or edit the existing ones.</li><li>2. User can view the FAQs on the UI</li></ol>

Use Case Name	View Profile
Actors	1. Customer
Precondition (if any)	The customer should have an account in the bank.
Flow	<ol style="list-style-type: none"><li>1. The customer can see the assigned customer ID and all the details.</li><li>2. Can logout from the site.</li></ol>