# USE CASE MODEL

## ACTOR-GOAL LIST

|  |  |
| --- | --- |
| **Actor** | **Goals** |
| Customer | * Update customer online account profile * Login into the online banking system * Open an online banking account * Deposit money from Virtual Wallet to an account * Withdraw money from an account and top up a Virtual Wallet * Transfer money from customer accounts to any other bank accounts * Request bill payments * View account transactions * View account balance * View monthly statements * Book appointment with bank representatives |
| Bank Staff | * Create an online banking account * Process bill payment requests * View requested appointments |
| System Administrator | * View user activities * Reset account passwords |
| Virtual Wallet Provider  (External Actor) | * Process Virtual Wallet serial number checking * Process Virtual Wallet amount checking * Process Virtual Wallet top up request * Process Virtual Wallet withdraw request |

## CONTEXT DIAGRAM

