

# User Story - Bank Management System [Group-1]

Item No	As A/An	I want to	So that	Acceptance Criteria
1	Customer, Cashier, Manager	Login with my email and password.	The system can authenticate me and send me to the my dashboard	-Email and password field must be provided -On clicking Login: -Manager is redirect to ManagerDashboard -Cashier is redirect to CashierDashboard -Customer is redirect to CustomerDashboard -Otherwise is showed "Login failed" message
2	Customer, Cashier, Manager	Reset my password.	I can regain access to my account.	User enters Email, Old Password, and New Password
3	Manager	Create a new customer profile	I can enrolled as new customer into the system	Inputs Name, NID, Birth Year, Address, Mobile Number, and Email whereas on Confirm, a new Customer is created with a default password.
4	Manager	Remove a customer from the system	I can ensure invalid customers no longer have access	Manager enters customer's NID or Email. On Confirm, the customer and their accounts are deleted.
5	Manager	Create a new bank account for a customer (either Savings	I can provide customers with the right financial	'- Manager enters the Account Holder's NID or Email to find the

		or Fixed Deposit) and set the necessary details like interest rate and tenure.	products to meet their needs.	customer. <ul style="list-style-type: none"> <li>- System generates a new unique Account Number</li> <li>- Manager selects Account Type ('Saving' or 'Fixed Deposit').</li> <li>- Manager inputs an Interest Rate.</li> <li>- If 'Fixed Deposit', Manager must also input a Tenure Year.</li> <li>- On 'Confirm', a new Savings or FixedDeposit account is created and associated with the customer.</li> <li>- The new account data is saved to the database.</li> </ul>
6	Manager	Remove a specific account by entering its account number.	I can formally close accounts when requested and maintain accurate account records.	<ul style="list-style-type: none"> <li>- Manager enters an Account Number.</li> <li>- Clicks 'Initiate' to validate the account and display the Account Holder's Name.</li> <li>- If account not found, show an error.</li> <li>- On 'Confirm', the account is removed from its customer's account list.</li> <li>- Changes are saved to database.</li> </ul>
7	Manager	Create a new profile for a Cashier or another Manager and set their details	We can quickly onboard new bank staff with the correct system access.	<ul style="list-style-type: none"> <li>- Manager inputs Name, NID, Birth Year, Address, Mobile Number, and Email.</li> <li>- Manager selects a jobTitle ('Cashier' or</li> </ul>

				<p>'Manager') from a dropdown.</p> <ul style="list-style-type: none"> <li>- On 'Confirm', a new Banker object is created with a default password.</li> <li>- The new banker is added to the database.</li> </ul>
8	Manager	Remove a banker's profile by their NID or Email.	I can revoke system access for employees who no longer work for the bank, ensuring security	<ul style="list-style-type: none"> <li>'- Manager enters the NID or Email of the banker to be removed.</li> <li>- Clicks 'Initiate' to find the banker and display their name.</li> <li>- If banker not found, show an error.</li> <li>- On 'Confirm', the banker is removed from the bankerList.</li> <li>- Changes are saved to the database.</li> </ul>
9	As a Manager	Edit a Customer's information	I can keep client records up-to-date.	<ul style="list-style-type: none"> <li>'- Manager enters the NID or Email of the customer to edit.</li> <li>- Clicks 'Initiate' to find the customer and populate fields with their current info.</li> <li>- If customer not found, show an error.</li> <li>- Manager modifies the desired fields.</li> <li>- On 'Confirm', the Customer object's attributes are updated.</li> <li>- Changes are saved to the database.</li> </ul>

10	Manager	Edit a Banker's information	I can keep personnel records up-to-date.	<ul style="list-style-type: none"> <li>- Manager enters the NID or Email of the banker to edit.</li> <li>- Clicks 'Initiate' to find the banker and populate fields with their current info.</li> <li>- If banker not found, show an error.</li> <li>- Manager modifies the desired fields.</li> <li>- On 'Confirm', the Banker object's attributes are updated.</li> <li>- Changes are saved to the database.</li> </ul>
11	Cashier	Process a cash withdrawal	I can serve customers' transactional needs.	<ul style="list-style-type: none"> <li>- Cashier enters an Account Number and an Amount.</li> <li>- System validates the account and shows the Account Holder's Name and Current Balance.</li> <li>- Withdrawals from a FixedDeposit account are not permitted and will show an error.</li> <li>- On 'Confirm', the withdrawing process begins.</li> <li>- If successful, show 'Withdraw successful' and the new balance.</li> <li>- If amount exceeds balance, show 'Withdraw failed'.</li> <li>- Changes are saved to the database.</li> </ul>

12	Cashier	Process a cash deposit	I can serve customers' transactional needs.	<ul style="list-style-type: none"> <li>- Cashier enters an Account Number and an Amount.</li> <li>- System validates the account and shows the Account Holder's Name and Current Balance.</li> <li>- Deposits into a FixedDeposit account are not permitted.</li> <li>- On 'Confirm', the deposit starts processing.</li> <li>- Show 'Deposit successful' and the new balance.</li> <li>- Changes are saved to the database.</li> </ul>
13	Cashier	Transfer a specific amount of money from a customer's source account to a destination account	I can fulfill a customer's transfer request after validating both accounts.	<ul style="list-style-type: none"> <li>- The cashier must enter a From Account Number, To Account Number, and an Amount.</li> <li>- The system must validate both accounts and display both account holders' names and the source account's balance.</li> <li>- Transfers from or to a FixedDeposit account are not permitted and must show an error.</li> <li>- If the transfer is successful (e.g., sufficient funds), a 'Transfer successful' message is shown.</li> </ul>

				<ul style="list-style-type: none"> <li>- If the transfer is unsuccessful (e.g., insufficient funds), a 'Transfer failed' message is shown.</li> <li>- All successful transaction changes must be saved to the database.</li> </ul>
14	Cashier	Look up an account balance by account number	I can view the account holder's name and current balance to answer a customer's inquiry.	<ul style="list-style-type: none"> <li>- The cashier must enter an Account Number.</li> <li>- Upon clicking 'Check Balance', the system must display the Account Holder's Name and Current Balance.</li> </ul>
15	Customer	See a list of all my Savings and Fixed Deposit accounts with their balances	I can get a clear overview of my financial standing.	<ul style="list-style-type: none"> <li>- Upon login, the dashboard must display a welcome message.</li> <li>- The page must list all 'Savings Accounts' associated with the customer, along with their current balances.</li> <li>- The page must list all 'Fixed Deposit Accounts' associated with the customer, along with their current balances.</li> </ul>
16	Customer	Transfer funds from one of my savings accounts to another person's account	I can send money conveniently without visiting the bank.	<ul style="list-style-type: none"> <li>- The user must be able to select one of their 'Savings' accounts from a dropdown (as the 'From' account).</li> <li>- The user must enter an Amount and the 'To'</li> </ul>

			<p>Account Number.</p> <ul style="list-style-type: none"><li>- After the user clicks 'Initiate', the system must display the 'To' Account Name for verification.</li><li>- On 'Confirm', if the transfer is successful, a 'Transfer Successful' message is shown.</li><li>- If the transfer is unsuccessful (e.g., insufficient funds), an error message is shown.</li><li>- All successful transaction changes must be saved to the database.</li></ul>
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