BANK MANAGEMT SYSTEM USER STORIES

Epic: User Authentication and Access Control

User Story:

As a bank customer, I want to be able to create an account with a unique username and password.

Acceptance Criteria:

The registration process should prompt the user to provide a valid email address, password, and other required information.

Upon successful registration, the system should store the user's credentials securely and generate a unique customer ID.

Epic: Account Management

User Story:

As a bank customer, I want to be able to view my account balance and transaction history.

Acceptance Criteria:

After logging in, customers should be presented with their account balance and a list of recent transactions.

Account balance and transaction history should update in real-time as transactions occur.

Epic: Customer Support

User Story:

As a bank customer, I want to be able to contact customer support for assistance with my account.

Acceptance Criteria:

Customers should have access to customer support through multiple channels such as phone, email, and live chat.

Customer support agents should respond promptly to inquiries and provide assistance in a professional manner.

Epic: Security and Compliance

User Story:

As a bank customer, I want to be reassured that my personal and financial information is secure.

Acceptance Criteria:

The system should employ industry-standard encryption protocols for data transmission and storage.

Customers should receive clear communication regarding the bank's security measures and privacy policies.

These user stories and their corresponding acceptance criteria provide a focused and achievable breakdown of functionality within each epic.

Epic: Loans Management

User Story:

As a bank customer, I want to be able to apply for a loan online.

Acceptance Criteria:

The loan application form should include fields for necessary information such as loan amount, purpose, employment details, and income.

Customers should receive immediate confirmation upon submitting their loan application, along with an estimated processing time.

Epic: Employee Management

User Story:

As a bank manager, I want to be able to add new employees to the system.

Acceptance Criteria:

Managers should have access to a form where they can enter new employee details, including name, role, contact information, and access level.

Upon submission, the system should generate unique login credentials for the new employee and assign appropriate permissions based on their role.

These additional user stories further expand the functionality of the bank management system, covering areas such as loans management and employee administration.

Bank Management system

Customer

Teller

Admin

- View account information
- Manage money
  - Withdraw
  - Transfer
- Manage funds
  - Deposit
  - Loan
- Login/Logout
- View customer information
- Open customer account
- Close customer account
- Block customer account
- Manage customer's account
- Manage workers
- Manage branch information