**Case Study: EasyBank App Development**

**Introduction:**

EasyBank, a regional bank with a focus on customer satisfaction, has decided to launch a user-friendly mobile banking application. The primary goal is to provide customers with a simple and intuitive platform for their everyday banking needs. The application will cover basic functionalities to ensure a hassle-free banking experience.

**User Stories:**

* **User Registration and Login:**
  + As a new customer, I want to sign up for the EasyBank app using my email and create a secure password.
  + As a user, I want a straightforward login process with minimal steps.
* **Account Balance and Transactions:**
  + As a customer, I want to check my account balance with a single tap on the home screen.
  + As a user, I want to view my recent transactions in an easily understandable format.
* **Money Transfer:**
  + As a user, I want to transfer money quickly between my own accounts.
  + As a customer, I want to send money to a friend using their phone number or email address.
* **Customer Support:**
  + As a user, I want access to a help center with FAQs and easy-to-understand guides.
  + As a customer, I want a simple way to contact customer support via in-app chat or a toll-free number.
* **Security Features:**
  + As a customer, I want the option to set up a 4-digit PIN for an extra layer of security.
  + As a user, I want to receive instant notifications for any activity on my account.