



Credit Card Applicant

Scenario	Expectations
As a potential ABC Bank Customer, you are interested in acquiring a new credit card and decide to explore the options available on the ABC Bank website. Your goal is to find a credit card that suits your needs, apply for it online, and successfully complete the application and activation process.	<p>You expect a seamless, intuitive, and informative experience throughout your journey on the ABC Bank website.</p> <p><b>1) Ease of Use:</b></p> <ul style="list-style-type: none"><li>Intuitive navigation and easy access to information.</li><li>Simple and clear application forms.</li><li>Guidance and support throughout the process.</li></ul> <p><b>2) Responsiveness:</b></p> <ul style="list-style-type: none"><li>Fast loading times and smooth interactions on the website.</li><li>Real-time updates on application status.</li><li>Prompt responses from customer support.</li></ul> <p><b>3) Information Clarity:</b></p> <ul style="list-style-type: none"><li>Clear and comprehensive details about credit card options and benefits.</li><li>Transparent information about fees, eligibility, and requirements.</li><li>Clear instructions for each step of the application and activation</li></ul>

