

# Consumer Banking System

## Use Cases

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## **Use Case : Handle Personal Account**

**Actor:** Customer

**Actions:**

- Login to the online portal with login credentials provided by the bank
- Choose the options available on the portal. Example transfer money, generate statement of account.

**Outcome:**

Transfer Money: Money gets deducted from customer account.  
statement: Get the statement of his account.

## **Use Case : Loan request**

**Actor:** Customer,Bank manager

**Actions:**

Customer:

- Log in to the online portal with login credentials provided by the bank.
- Apply for a loan by choosing appropriate fields.

**Outcome:**

A request is sent to the bank manager for the loan.

**Use Case : Approval of loan request**

**Actor:** Bank Manager, Zonal Head

**Actions:**

- Login into his account using valid credentials.
- Entering the details of the customer.

- Checking for the eligibility of loan.
- Verifying whether requested amount is in limits.
- If amount requested is not within the limit, forward the request to the zonal head.

### **Outcome:**

Approval or rejection of loan requested by customer.

### **Use Case : Gets customer activity information**

**Actor:** Bank Manager

### **Actions:**

- Login into his account using valid credentials.
- Entering the details of the customer.
- Filtering type of information required.

**Outcome:** Information like eligibility to certain types of loans, loan amount, due date of loan amount, withdrawal amount, transaction limit.

### **Use Case : Approval of account**

**Actor:** Bank Manager

**Actions:**

- Login into his account using valid credentials.
- Verifying the details submitted by the customer for new account.
- If eligible approve new account to the user.

**Outcome:** New bank account to the customer.

### **Use Case : Generating aggregate statistics of all the branches**

**Actor:** Zonal Head

### **Actions:**

- Login using appropriate credentials.
- A zonal head has access to the records of all the branches, so he can generate different kinds of reports pertaining to performance of different branches.

**Outcome:** Statistics requested by the actor.

### **Use Case : Generating Employee statistics**

**Actor:** Zonal Head

### **Actions:**

- Login using appropriate credentials.
- A zonal head can generate and analyse statistics of all the employees of the bank which includes bank managers and cross selling agents.

**Outcome:** Statistics requested by the actor.

## **Use Case : Handling profiles of the employees**

**Actor:** Zonal Head

**Actions:**

- Login using appropriate credentials.
- A zonal head can perform operations to profiles of employees like adding a new employee, re-assigning existing employees to different branches.

**Outcome:** Required changes to the profile of employee data where applicable.

**Use Case : Adding a customer into an insurance scheme with the plan chosen by the customer.**

**Actor:** Cross Selling Agent

### **Actions:**

- Log in to the online portal with login credentials provided by the bank.
- Enter the account number of the user and the insurance name and plan chosen by the customer .

**Outcome:** The customer plan details are inserted into insurance schema table. The customer plan details are inserted into the cross selling agent table.

**Use Case :** Finding the potential customers to increase the sales.

**Actor:** Cross Selling Agent



**Actions:**

- Log in to the online portal with login credentials provided by the bank.
- Details of all the potential customers (based on an algorithm) are provided.

**Outcome:** The customer plan details are inserted into insurance schema table. The customer plan details are inserted into the cross selling agent table.

**Use Case : Getting details about the failed transaction**

**Actor:** Customer care agent.

**Actions:**

- Log in to the online portal with login credentials provided by the bank.

- Enter the account number of the customer along with the transaction id.

**Outcome:** Details of the failed transaction along with the time required for the refund.