Collect incidents from Data Lake

| **Use case ID** | UC011 | |
| --- | --- | --- |
| **Use case name** | Collect incidents from Data Lake | |
| **Process ID** | *1.1 BP* | |
| **Actors** | DebtX (Debt Recovery System) | |
| **Description** | Collect terminated account details from the data lake and register them as incidents. | |
| **Pre-conditions** | Details relevant to the terminated accounts should be collected from OPMC (account-related information) and BSS (last payment details). | |
| **Post-conditions** | Incidents are registered to the system successfully. | |
| **Back-end/Front-end** | Back-end (API Calling) | |
| **Pre status** | *-* | |
| **Post status** | *Incident\_Open* | |
| **Message of status** | Incidents successfully created. | |
| **Notification** | SLT Staff:  created incident details (incident count, created dtm) | |
|  | **Action** | **System Response** |
| **Success path** | Call API | Collect relevant data from the data lake and process.  Load them into the DebtX.  Update the incident list |
| **Alternate path** |  | |