Register Incident

| **Use case ID** | UC012 | |
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| **Use case name** | Register Incident | |
| **Process ID** | *1.1 & 1.4 BP* | |
| **Actors** | DebtX (Debt Recovery System)  SLT Staff | |
| **Description** | * Incident input collection for the system can be done in the following ways:   + Bulk upload   + Manually input * Data includes * Account no, Telephone No, and Action type as Arrears collect or Arrears + CPE collect. * Telephone number/Service number (System ID) and action type as Only CPE collect. * The source type should be mentioned as   + Pilot - Suspended   + Product Terminate   + Special * Once the data input is done, the relevant details related to the accounts will be collected from the OSS, BSS, and CRM. * After collecting necessary details from the sources the incident list will be updated. | |
| **Pre-conditions** | * The user should be a registered user. * Authorised users should have the necessary privileges. * The system should be able to upload the cases in bulk as an Excel file. | |
| **Post-conditions** | - Details added to the incident list. | |
| **Back-end/front-end** | Front end: Bulk upload or Manual input | |
| **Pre status** | *Incident\_Open* | |
| **Post status** | *Incident\_Done* | |
| **Message of status** | Necessary Error message with error status  Success message: “Incident successfully registered.” | |
| **Notification** | SLT Staff - Registered incident count | |
|  | **Action** | **System Response** |
| **Success path** | If Select Register type as Bulk Upload:  Select relevant excel file, Select the action type and upload  If Select Register type as Individual:  Following fields should be filled:   * Account No * Action type (Arrears Collect/ Arrears + CPE collect/ CPE Collect) * Telephone No   (If the Selected ‘Action Type = Only CPE’)   * Source Type * Calendar Months (Assigning duration) | Uploaded cases will be added to the Incident Upload list with “Open” status.  Once the backend process of collecting further details of the uploaded accounts from the sources: OSS, BSS, and CRM  is completed, status will change to “Done.”  Registered cases will be added to the Incident list with “Open” status.    Once the backend process of collecting further details of the uploaded accounts from the sources: OSS, BSS, and CRM  is completed, status will change to “Done.” |
| **Alternate path** |  | |