CPE Collection Process

| **Use case ID** | UC015 | |
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| **Use case name** | CPE Collection Process | |
| **Process ID** | *1.10 BP & 1.12 BP & 1.11 BP & 2.7 & 2.18 & 8* | |
| **Actors** | DebtX (Debt Recovery System), Recovery Officer (RO) | |
| **Description** | After checking the details of the equipment related to the case, the case is assigned to the DRC to collect the equipment.  DRC assigns relevant RO to collect the equipment from the user.  RO collects equipment from customers after the negotiation process is successful and handover them to the RCMP.  According to the RCMP status DRC will get the commission.. | |
| **Pre-conditions** | Cases are already in the Only CPE Collect log. | |
| **Post-conditions** | * CPE handed over to RCMP * Case Close | |
| **Back-end / Front-end** | Front-end: Negotiation updates and further details  Back–end: RCMP process and Commission calculation | |
| **Pre status** | *Open\_CPE\_Collect* | |
| **Status** | *Open\_No\_Agent*  *DRC\_Pending\_Approval*  *Open\_assign\_Agent*  *Open\_With\_Agent*  *Equipment\_Collected*  *RO\_Negotiation*  *Handed\_Over\_RCMP*  *Reject\_RCMP*  *RCMP\_Confirmed* | |
| **Post status** | *Case\_Close*  *Collect\_CPE\_Fail* | |
| **Massage of status** | - | |
| **Notification** | - | |
|  | **Action** | **System Response** |
| **Success path** | If SLT owned unit  If Product status != TX  Else If Shall collect customer unit  If Product status != TX  Else  Assign DRC and Send to approval  Get the approval for the DRC assignment and  Assigning ROs  If negotiation is successful  Collect Equipment  Submit to RCMP    If Negotiation is failed | Case is closed  Case is closed  Change case Status = “*Open\_No\_Agent”*  Distribute cases among DRCs  Update status = ‘*Open\_With\_Agent*t’  Monitor negotiation updates by RO  Update RCMP status  If RCMP status = Success  Calculate the commission  If RCMP status = Reject  Update case status as “*Case\_Close*”  Update Status as “*Collect\_CPE\_Fail”* |
| **Alternate path** |  | |