**Assign DRC**

| **Use case ID** | UC016 | |
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| **Use case name** | Assign DRC | |
| **Process ID** | *1.A.12* & *1. C.12 & 1.A.13 & 1.A.15* | |
| **Actors** | SLT staff | |
| **Description** | Assign cases to DRC to take action on:   * Arrears Collect * Arrears + CPE Collect * CPE Collect | |
| **Pre-conditions** | Incidents should be displayed in the open incidents list. | |
| **Post-conditions** | Distribute DRC-assigned case lists to DRCs. | |
| **Back-end/front-end** | Front – end | |
| **Pre status** | *Open\_No\_Agent* | |
| **Post status** | *DRC\_Pending\_Approval* | |
| **Massage of status** | Confirmation messages  Relevant messages for case assigning actions | |
| **Notification** | - | |
|  | **Action** | **System Response** |
| **Success path** | Select incidents in the open incidents list and proceed with them.  Select and Open a service type  Do the assigning Process  Select Arrears brand  Select DRC  Enter case count  Click on ‘Add’  Edit or Delete the added records  Repeat the process until  Total case count (in the table) == Case count  Proceed the entered details  Do the assigning Process (Again)  Allow users to open the batch and see how the distribution has happened through the system.  If user need to change the case count of a DRC  Select relevant batch and Amend the case count  Else  Send the batch to the Manager Approval | Register incidents as cases  Display cases count according to the service type.  Display added details in the table  If Total case count (in the table) != Case count  Display Error Message  Else  Display the assigned summary  Do the distribution process  Create a batch with the cases and add them to the Case distribution DRC Transaction list.  Allow Users to amend the added DRC case count if necessary before sending for the approval process.  Update the case count  Change the case status in the batch list.  Add a batch to the DRC Assign approval list. |
| **Alternate path** |  | |