**Manager Approvals**

| **Use case ID** | UC017 | |
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| **Use case name** | Manager Approvals | |
| **Process ID** | *1.15* | |
| **Actors** | SLT staff - Manager | |
| **Description** | Manager can approve the relevant approvals in the approval list for the further processes. | |
| **Pre-conditions** | Pending approvals should be in the Approvals list | |
| **Post-conditions** | Cases have been added to relevant lists for further process. | |
| **Back-end/front-end** | Front – end | |
| **Pre status** | DRC Assign approval -  *Open\_No\_Agent*  DRC Re-Assign approval -  *Pending Re-Assign Agent Approval*  Case Withdrawal approval -  *Pending case withdrawal*  Case Abandoned approval -  *Pending case Abandon*  Case Write-Off approval -  *Case Write-Off approval*  DRC Assign approval -  *Pending DRC Commission approval* | |
| **Post status** | DRC Assign approval -  *Open\_Assign\_Agent*  DRC Re-Assign approval -  *Open\_Assign\_Agent*  Case Withdrawal approval -  *Case withdrawn*  Case Abandoned approval -  *Case Abandoned*  Case Write-Off approval -  *PendingWrite-Off*  DRC Assign approval -  *Commissioned* | |
| **Massage of status** | Confirmation messages  Relevant error messages | |
| **Notification** | - | |
|  | **Action** | **System Response** |
| **Success path** | Check the Approval log  Select a case or list of cases and Approve | Change case status  Add to relevant lists  DRC Assign approval -  Assign relevant DRC and send to them  DRC Re-Assign approval -  Assign relevant DRC and send to them  Case Withdrawal approval -  Add to Withdraw log  Case Abandoned approval -  Add to Abandoned log  Case Write-Off approval -  Add to pending Write-Off log  DRC Assign approval -  Add commission to DRC |
| **Alternate path** |  | |