**Distribute among RO**

| **Use case ID** | UC020 | |
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| **Use case name** | Distribute among Recovery Officer (RO) | |
| **Process ID** | *2.2* | |
| **Actors** | DRC (Debt Recovery Company) | |
| **Description** | The DRC distributes assigned cases among the RO for further action.   * Customer details. * The location of customers should be a concern. | |
| **Pre-conditions** | * ROs are available in the customer’s area. * Required customer details should be accessible. * Action categories, * Arrears collects * CPE collects * CPE + Arrears | |
| **Post-conditions** | DRC distributes among relevant ROs.  Details of the assigned ROs should be provided to the SLT and update the RO list. | |
| **Back-end/front-end** | Front–end | |
| **Pre status** | *Open\_No\_Agent* | |
| **Post status** | *Open\_With\_Agent* | |
| **Massage of status** | “Case Assigned Successfully” or Relevant Error messages | |
| **Notification** | RO – Newly assigned cases count | |
|  | **Action** | **System Response** |
| **Success path** | Open “Pending” cases  Select Cases and Select the relevant RO that cases should be Assigned and Submit  Inform the assigned RO of details for the SLT. | Displays a list of cases.  Assign cases among ROs based on availability.  Notify RO about the Assigned case information  Add RO assigned case list to the Ongoing case list |
| **Alternate path** |  | |