**Monitor RO and Re-Assign RO**

| **Use case ID** | UC021 | |
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| **Use case name** | Monitor RO and Re-Assign RO | |
| **Process ID** | *2.4.1 & 2.4.2 & 2.5* | |
| **Actors** | DRC | |
| **Description** | Check the case progress of RO’s | |
| **Pre-conditions** | Cases have been successfully distributed and assigned to the RO | |
| **Post-conditions** | If Re-Assign RO  Change the RO and Assigned a new RO | |
| **Back-end/front-end** | Front – end | |
| **Pre status** | *Open\_with\_Agent* | |
| **Status** | *RO\_Negitiation*  *Negotiation\_Settle Pending*  *Negotiation\_Settle Open-Pending*  *Negotiation\_Settle Active*  *RO\_Negitiation\_Extended*  *FMB*  *MB\_Negotiation*  *MB\_Settle Pending*  *MB\_Settle Open-Pending*  *MB\_Settle Active* | |
| **Post status** | - | |
| **Massage of status** | - | |
| **Notification** | If RO Re-Assigned  Previous RO – About the case termination  New RO – About the newly assigned case details | |
|  | **Action** | **System Response** |
| **Success path** | Navigate to the Assigned RO Case log  Select a case  Check the Case Progress  If Re-Assign RO  Click on Re-Assign  Select new RO and submit | Display Case details  Arrears Collect   * Last Negotiation details * Settlement Details * Payment details * Additional Request history   CPE Collect   * Last Negotiation details   Navigate to the RO Re-Assign page (Cases should be in the active validity period)  Change the RO’s details of the case  Notify the new assigned RO for the assigned case details |
| **Alternate path** |  | |