**Customer Negotiation**

| **Use case ID** | UC022 | |
| --- | --- | --- |
| **Use case name** | Customer Negotiation | |
| **Process ID** | *2.7.1, 2.7.2, 2.7.3, 2.7.4* | |
| **Actors** | Debt Recovery Company / Recovery Officer | |
| **Description** | RO should visit the customer negotiate the case and take related actions,   * Collect Arrears * Collect CPE * Collect both CPE and Arrears   And, update the customer feedback (refer list in the Table 1 - Negotiation selection items ) | |
| **Pre-conditions** | RO should receive the latest updated case details with the relevant customer details. | |
| **Post-conditions** | * RO has updated the negotiation details * If the customer agrees to settle, settlement details should be updated. According to the payments done by the customer payment details should be updated | |
| **Back-end/front-end** | Front–end - Assigned Case List  Customer Negotiation Form | |
| **Pre status** | *Open\_With\_Agent* | |
| **Status** | *RO\_Negotiation*  *RO\_Negotiation\_FMB\_Pending*  *RO\_Negotiation\_Settle\_Pending*  *RO\_Negotiation\_Settle\_Open-Pending*  *RO\_Negotiation\_Settle\_Active*  *RO\_Negotiation\_extension\_pending*  *RO\_Negotiation\_extended* | |
| **Post status** | *FMB*  *Pending Withdraw*  *Case Close* | |
| **Massage of status** | Confirmation messages for each submission. | |
| **Notification** | DRC, RO : -  Alert and email to Request Mediation Board letter if settlement plan != Active in one month after the case assigned. | |
|  | **Action** | **System Response** |
| **Success path** | Open received case list  Select a case  Call or Visit to Discuss with the customer  If customer details should change  Select the “Edit” option in the relevant case  Enter new customer contact details  (Contact No/ NIC/ Email/ Address)  Submit details  Else  Select the “Negotiation” option of the relevant case  Update customer response  If Negotiation == Success & Customer Agree to settle  Create settlement plan  If Negotiation == Success & Customer still not Agree to settle  Enter field status and Submit  If Negotiation != Success  Select Field Reason from dropdown, add Remark and submit  If any additional requests need to be done. Select the request type on the request dropdown and Submit  If Request = Mediation board forward letter  If Request = Period Extension  If Request = Additional customer information  If Request = Service Activation  —--------------------------------------  If SLT has respond for requests  If Mediation Board letter issued  Continue case with mediation board  Else  Re-negotiate with customer  If Period Extended  Continue negotiation with customer  If Additional information received  Provide details to customer and Continue negotiation | Display Case details including customer details  Add new customer details to the case and show latest details in customer informations Store previous details in database  Update Settlement details of the case  Update negotiation details  Update negotiation details  Requests go through the Mediation Board selection process.  Add requests to the SLT’s request log  Add requests to the SLT’s request log  Add requests to the SLT’s request log  Add requests to the SLT’s request log |
| **Alternate path** |  | |

*Table 1 - Negotiation selection items*

| **Abbreviation** | **Description** | **About Commission** |
| --- | --- | --- |
| AS | Agree to settle | Success |
| CA | Customer available | Pending |
| CANAS | Customer Available Not Agree to Settle | Fail |
| CD | Customer Dead | Fail |
| CGA | Customer Gone Abroad | Fail |
| FP | Fully paid | Success |
| MSG | Message |  |
| NIC | No Information Customer | Fail |
| V\_APAID | Visit already paid | Success |
| V\_AS | Visit Agree to Settle | Success |
| V\_CA | Visit Customer Available | Success |
| V\_CANAS | Visit Customer Available Not Agree to Settle | Fail |
| V\_CD | Visit Customer Dead | Fail |
| V\_CGA | Visit Customer Gone Abroad | Fail |
| V\_NIC | Visit No Information Customer | Fail |
| UA | User Available | Success |
| UANAS | User Available Not Agree to Settle | Fail |
| V\_UA | Visit User Available | Success |
| V\_UANAS | Visit User Available Not Agree to Settle | Fail |
| CALF | Calling failed | Fail |
| APAID | Already Paid | Success |
| REN | Rental Only |  |

