**Request Actions**

| **User case ID** | UC023 | |
| --- | --- | --- |
| **Use case name** | Request Actions | |
| **Process ID** | *2.12, 2.13, 2.13.1,* | |
| **Actors** | SLT staff | |
| **Description** | Requests from RO are shown in the Request log. SLT staff can accept or deny requests.  Request Types,   * Request additional information. * Mediation board forward letter * Request Period extension * Request Settlement Plan * Customer request Service | |
| **Pre-conditions** | * RO Requests from Request dropdown * Cases are qualified for issuing a **Mediation Board Forward Letter** | |
| **Post-conditions** | * Request additional information.   + Provide requested additional informations * Request Mediation board forward letter   + Issued mediation board forward letter or Deny request * Request Period extension   + Accept or Deny period extension request * Customer request Service   + Inform relevant parties * Request Settlement Plan   + Provide Settlement plan | |
| **Back - end / front - end** | Frontend - Request Log, Mediation Board acceptance form, validity period extension form, | |
| **Pre status** | *RO Negotiation*  *RO Negotiation extension pending,*  *RO Negotiation FMB Pending* | |
| **Post status** | *RO Negotiation*  *RO Negotiation extended*  *FMB*  *RO Negotiation Settle Pending* | |
| **Massage of status** | Status of Request response updation | |
| **Notification** | RO:   * Request additional information.   + Request Accept or Deny Status   + Requested details (Not through the system) * Request Mediation board forward letter   + Request Accept or Deny Status   + FMB Letter (Not through the system) * Request Period extension   + Request Accept or Deny Status with new validity period * Request Settlement Plan   + Request Accept or Deny Status   + If accept → “Settlement Plan created” | |
|  | **Action** | **System Response** |
| **Success path** | If Select and open a case with Request Type = FMB from request log    If SLT staff accept request, add remark and click submit  Else If SLT staff reject request, add remark and click submit    Else SLT staff withdraw case  Else If select and open a case ‘Request Type = period extension’ from request log  If total validity period month count < 5  If Click on Accept = Yes, add relevant calendar month count and submit  Else If Click on Accept = No and submit  Else Click on “Withdraw” case  Else If select and open a case with ‘Request Type = settlement plan’ from request log  Create settlement plan and Submit  Else If select and open a case with ‘Request Type = Additional Details’ from request log  If SLT Staff selects ‘Request Provided = Yes or No’ and submit  If select and open a case with ‘Request Type = Customer Service Activation’ from request log  If SLT Staff selects ‘Request Informed = Yes or No’ and submit | Directs to Mediation Board acceptance form  Notify Request Accept Status  Send mediation board forward letter  Notify Request Deny Status  Case is withdrawn  Notify Case withdrawn  Direct to period extension acceptance form with current Total Validity Period of the case assigned  Notify RO with request Accept status and Extended validity period  Notify RO with request Deny status  Case withdrawn and directs to pending withdraw log  Directs to settlement plan creation form  Notify RO with request Accept status with “Settlement Plan created”.  Notify RO  Notify RO |
| **Alternate path** |  | |