CPE Collection

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| **User case ID** | UC 22.2 | |
| **Use case name** | CPE Collection Process | |
| **Actors** | SLT Staff (Internal User), DRC(External User), RO (External User) | |
| **Description** | * The CPE should collect by the RO. The commission for the collected equipment is given to the DRC, only if the RCMP accept the item successfully. * Ownership should be clearly mention. | |
| **Pre-conditions** | * Product to be collected * Product status = TX | |
| **Post-conditions** | * The CPE unit should collected successfully. | |
| **Back-end / Front-end** | Back–end-  Front-end- customer details and arrears details | |
| **Pre status** | *Open assign agent* | |
| **Post status** | *Equipment is collected* | |
| **Massage of status** | * CPE collected successfully from the customer | |
| **Notification** | * Notify to the SLT officer | |
|  | **Action** | **System Response** |
| **Success path** | * DRC assign the case to a relevant RO * RO should have successfully negotiated * The RO collected the CPE unit. | * Status update as “Open with agent” * Status update as “RO negotiate” * Status update as “Equipment collected” * Inform RCMP |
| **Alternate path** |  | |