**Distribute among RO**

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| **User case ID** | UC07 | |
| **Use case name** | Distribute among Recovery Officer (RO) | |
| **Actors** | DRA, RO | |
| **Description** | The process in which the DRA distributes eligible cases among the RO for further action.   * Customer details. * Location of customers should be concerned. * DRA reassigns cases to ROs | |
| **Pre-conditions** | * ROs are available in the customer’s area. * Required customer details should be accessible. * Action categories, * CPE collects * Arrears negotiation * CPE + Arrears * DRA should be able to reassign cases * Case should be owned by DRA * Case status = Open with Agent | |
| **Post-conditions** | * DRA distributes among relevant ROs | |
| **Back - end / front - end** | Front – end –   * RO can see assigned tasks * DRA can monitor ROs * DRA can reassign ROs | |
| **Pre status** | ***Open assign Agent*** | |
| **Post status** | ***Open with Agent*** | |
| **Massage of status** | “Case Assigned Successfully” | |
| **Notification** | RO – Assigned cases count | |
|  | **Action** | **System Response** |
| **Success path** | DRA reviews customer details.  DRA distributes accounts to ROs.  ROs receive account information.  DRA Monitor RO  If RO weekly update status  then  Else | The system displays a list of customer accounts eligible for recovery.  The system assigns accounts among ROs based on availability.  The system notifies the ROs of the assigned accounts.  The system displays assigned ROs.  Monitor RO  Reassign another RO |
| **Alternate path** | No Available RO | |