Distribute to DRC

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| **User case ID** | UC 22.1 | |
| **Use case name** | Distribute to DRC | |
| **Actors** | SLT Staff (Internal User) | |
| **Description** | The SLT handed over the customer and arrears details to the DRC. | |
| **Pre-conditions** | * The arrears < 1000 and action = Only CPE collect * Need to mention the ownership of the product   + The unit should be owned by the SLT   + Customer-owned unit can be returned with his concern * The product status = TX (Terminated) * Assign the case for the ROs in respective customer areas | |
| **Post-conditions** | * Assign the case for the relevant ROs | |
| **Back-end / Front-end** | Front-end- Assign to DRC, details of the customer and arrears. | |
| **Pre status** | *Open No agent* | |
| **Post status** | *Open assign agent* | |
| **Massage of status** | * Assign the RO to collect the CPE unit from the customer | |
| **Notification** | * Notify to the relevant RO | |
|  | **Action** | **System Response** |
| **Success path** | * Provide details of the customer to the DRC | * Status is updated to “ Assign with Agent ”. |
| **Alternate path** |  | |