**Distribute to Agent**

|  |  |  |
| --- | --- | --- |
| **User case ID** | UC06 | |
| **Use case name** | Distribute to agent | |
| **Actors** | SLT staff, DRA | |
| **Description** | This use case describes the process of distributing eligible cases to the DRA   * Details of customers who are having arrears. * Terminated CPE | |
| **Pre-conditions** | * The system must verify whether CPE needs to be collected * Equipment should be owned by SLT or customers willing to return owned equipment. * SLT staff has 360 views of customers. * DRAs should be able to view required customer details. | |
| **Post-conditions** | * SLT Staff distribute cases among DRAs | |
| **Back - end / front - end** | Front – end - SLT staff should be able to assign DRAs | |
| **Pre status** | ***Open No Agent*** | |
| **Post status** | ***Open Assign Agent*** | |
| **Massage of status** | ~~-~~ | |
| **Notification** | DRA – cases count | |
|  | **Action** | **System Response** |
| **Success path** | SLT staff distributes customer details to DRA | The system updates the status of the accounts as “Assigned to DRA.” |
| **Alternate path** |  | |