**RO Negotiation**

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| **User case ID** | UC 08 | |
| **Use case name** | RO Negotiation. | |
| **Actors** | RO, SLT Staff | |
| **Description** | * Recovery Officer (RO) negotiates with the customer. * RO should update with customer feedback. * Refer List in appendix. | |
| **Pre-conditions** | RO has received relevant customer details. | |
| **Post-conditions** | * Update with customer concerns by RO. * Update negotiation to the system. | |
| **Back - end / front - end** | Frontend – ROs should update the customer concerns | |
| **Pre status** | ***Open with agent*** | |
| **Post status** | ***RO Negotiation*** | |
| **Massage of status** | * “Negotiation successfully updated.” * “Submission of Negotiation failed. | |
| **Notification** | * DRA * SLT Staff | |
|  | **Action** | **System Response** |
| **Success path** | The RO initiates negotiations with the customer.  If Customer agree to Settle then  Else | Update system.  Directs to Settlement  Directs to Mediation Board Selection with fail reason |
| **Alternate path** | If Submission failed – Re-submit | |

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| **Abbreviation** | **Description** | **About Commission** |
| AS | Agree to settle | Success |
| CA | Customer available | Pending |
| CANAS | Customer Available Not Agree to Settle | Fail |
| CD | Customer Dead | Fail |
| CGA | Customer Gone Abroad | Fail |
| FP | Fully paid | Success |
| MSG | Message |  |
| NIC | No Information Customer | Fail |
| V\_APAID | Visit already paid | Success |
| V\_AS | Visit Agree to Settle | Success |
| V\_CA | Visit Customer Available | Success |
| V\_CANAS | Visit Customer Available Not Agree to Settle | Fail |
| V\_CD | Visit Customer Dead | Fail |
| V\_CGA | Visit Customer Gone Abroad | Fail |
| V\_NIC | Visit No Information Customer | Fail |
| UA | User Available | Success |
| UANAS | User Available Not Agree to Settle | Fail |
| V\_UA | Visit User Available | Success |
| V\_UANAS | Visit User Available Not Agree to Settle | Fail |
| CALF | Calling failed | Fail |
| APAID | Already Paid | Success |
| REN | Rental Only |  |