Check customer reply & duration

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| **User case ID** | UC18 | |
| **Use case name** | Check customer reply & duration (after LOD and Final Reminder issued) | |
| **Actors** | DRS | |
| **Description** | * The use case explains the process of checking the customer reply and the duration of one year after sending a Final Reminder or LOD. * Based on the condition cases will be ‘Write off’ or ‘Forwarded to dispute process’. | |
| **Pre-conditions** | * Have sent a LOD or Final Reminder * The status should be   + - LOD - ***Initial LOD or***     - Final Reminder - ***Final reminder.*** | |
| **Post-conditions** | * If customer replied within 1 year 🡪 forward case to dispute process. * If customer haven’t replied within 1 year 🡪 Write off the Case. | |
| **Back-end/front-end** | * Back-end – no customer response within 1 year * Front-end – customer response | |
| **Pre status** | * LOD - ***Initial LOD*** * Final reminder - ***Final reminder*** | |
| **Post status** | * Customer reply received *-* ***LOD Monitoring Expire*** * Customer reply not received within 1 year*-* ***Write off*** | |
| **Massage of status** |  | |
| **Notification** | Notify SLT staff ‘Duration is expired’ | |
| **Success path** | **Action** | **System Response** |
| If (customer reply = yes) then,  Else (duration > 1) | Update the system & forward to dispute  Write off |
| **Alternate path** | - | |