**Distribute among RO**

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| **User case ID** | UC07 | |
| **Use case name** | Distribute among Recovery Officer (RO) | |
| **Actors** | DRC, RO | |
| **Description** | The DRC distributes eligible cases among the RO for further action.   * Customer details. * The location of customers should be a concern. * DRC reassigns cases to ROs | |
| **Pre-conditions** | * ROs are available in the customer’s area. * Required customer details should be accessible. * Action categories, * CPE collects * CPE + Arrears * DRC should be able to reassign cases to some other ROs. * The case should be owned by DRC * Case status = Open with Agent | |
| **Post-conditions** | * DRC distributes among relevant ROs | |
| **Back-end/front-end** | Front–end –   * RO can see assigned tasks * DRC can monitor ROs * DRC can reassign ROs | |
| **Pre status** | ***Open assign Agent*** | |
| **Post status** | ***Open with Agent*** | |
| **Massage of status** | “Case Assigned Successfully” | |
| **Notification** | RO – Newly assigned cases count | |
|  | **Action** | **System Response** |
| **Success path** | DRC reviews case details.  DRC distributes cases to ROs.  ROs receive cases information.  DRC Monitor RO  ***Reassign***  If case owned by DRC  Select another RO | Displays a list of cases.  Assigns cases among ROs based on availability.  Notifies the ROs of the assigned cases.  Displays assigned ROs.  Reassigned new RO |
| **Alternate path** |  | |