**Distribute to Agent**

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| **User case ID** | UC06 | |
| **Use case name** | Distribute to agent | |
| **Actors** | SLT staff, DRC | |
| **Description** | This use case describes the process of distributing eligible cases to the DRC.   * Details of customers who are having arrears. * Terminated CPE | |
| **Pre-conditions** | * SLT staff has 360 views of customers. * DRCs should be able to view required customer details. * Clearly mention task to be achieve * Arrears * CPE * Need to mention owner of the equipment. * DRCs have ROs in respective customers’ areas. | |
| **Post-conditions** | * SLT Staff distribute cases among DRCs | |
| **Back-end/front-end** | Front – end - SLT staff should be able to assign DRCs | |
| **Pre status** | ***Open No Agent*** | |
| **Post status** | ***Open Assign Agent*** | |
| **Massage of status** | ~~-~~ | |
| **Notification** | DRC – cases count | |
|  | **Action** | **System Response** |
| **Success path** | SLT staff distributes customer details to DRC | Open Assign Agent |
| **Alternate path** |  | |