Gather respective information related to cases from sources

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| **User case ID** | UC02 | |
| **Use case name** | Gather respective information related to cases from sources | |
| **Actors** | DRS | |
| **Description** | The process of extracting data from OSS, BSS, and CRM. | |
| **Pre-conditions** | API should be available to obtain information. | |
| **Post-conditions** | The requested data is extracted successfully. | |
| **Back-end/Front-end** | Back–end (API Calling) | |
| **Pre status** | *Pending Data* | |
| **Post status** | *Data Gathered* | |
| **Massage of status** | *Reject Message - reason for the reject* | |
| **Notification** | Data gathered. | |
|  | **Action** | **System Response** |
| **Success path** | Call API | Gather information.  Update the case information. |
| **Alternate path** |  | |