# Casual Use Case Specification: UC03

**Brief Description: This use case enables the Customer Support to respond to request for information as per request.**

# Section 1: Business Rule(s):

BR09: Customers require valid Identification.

BR10: Private information may only be accessed at the request of the customer.

BR11: Customer data must be kept confidential.

# Section 2: Scenarios (HD):

**Scenario 1: Send customer information**

# Preconditions: The customer has requested additional information.

| **Step#** | **Customer Support Specialist** | **System** | **Data Used** |
| --- | --- | --- | --- |
| 1 | Select open Customer Select Screen | System displays a list of available customers | Customer info List |
| 2 | Select search bar/function | System prompts user to enter a customer name or key word. | Customer info List  Customer Name  Key Name |
| 3 | Enters a Customer name or key word | System search and locates request customer information. |  |
| 4 | Choose Customer | System displays customer information, such as name, address, tel#, payment options and Update. Additional option to forward information to customer of choice. | Customer info List  Customer Name  Customer Address  Customer Tel#  Payment Option |
| 5 | Select forward info | System sends information to customer.System display option to continue or exit to main menu. |  |
| 6 | Choose to exit | Displays system main menu |  |

**Successful Post-Conditions: System displayed valid data and Customer received request information.**

**Scenario 2: Update Customer Information**

# Preconditions: The customer has requested an account update, i.e. password reset, name change etc.

Customer account has been located and is ready to be modified.

| **Step#** | **Customer Support Specialist** | **System** | **Data Used** |
| --- | --- | --- | --- |
| 1 | Select Update | System display a message asking for verification. |  |
| 2 | Enter Customer Name and Id | System display all customer information available for modification. Customer Name, Customer Password, Tel#, Address and Sex. | Customer Name  Customer Id |
| 3 | Update requested information | System display confirmation message. |  |
| 4 | Accept confirmation. | System returns to Customer Select Screen. |  |
| 5 | Choose to exit | Displays the Maintain Horse Menu (RACEMENU) |  |

**Successful Post-Conditions: Customer information has been updated.**

**System has saved and store the updated data.**

**Customer has been informed of the changes to his/her account.**