# Casual Use Case Specification: UC04

**Brief Description: This use case enables the Customer Support to gather and record customer information and requirements.**

# Section 1: Business Rule(s):

BR12: Customer Support employees must have work clothes on at all time.

BR13: All Customer interaction must be kept within a reasonable 30mn time frame.

# Section 2: Scenarios (HD):

**Scenario 1: Customer Sign up**

# Preconditions: The company web page is open and is currently on the account creation page.

| **Step#** | **Customer** | **System** | **Data Used** |
| --- | --- | --- | --- |
| 1 | Enter personal information in the designated box. | System prompts user to verify and confirm their input. | Customer FName  Customer LName  Address  Tel#  Email Address  User Name |
| 2 | Press accept option | System displays a message to the screen thanking the user for registering and recommends them to update any existing information not previously asked for. |  |
| 3 | Navigate to account | System prompts user to fill in any optional account information. | Customer MName  Customer Marital Status.  Customer Payment option. |
| 4 | Fill in any remaining information | System prompts user to confirm inputs. |  |
| 5 | Select confirm input | System updates data base. |  |
| 6 | Choose to log off. | Displays system main menu |  |

**Successful Post-Conditions: System displayed valid data and Customer created and updated account.**

**Scenario 2: Respond to Feedback**

# Preconditions: The customer has posted a feedback comment.

# On main menu.

| **Step#** | **Customer Support Specialist** | **System** | **Data Used** |
| --- | --- | --- | --- |
| 1 | Select “Feedback” in main menu | System display a list of comments that have not been addressed yet. | Customer Name  Customer Id  Subject(title) |
| 2 | Select comment that is first in queue. | System displays written comment with Customer Id, Customer Name and Subject line. |  |
| 3 | Select reply | System waits for input. | Response (String) |
| 4 | Press enter button to confirm. | System prompts user to confirm action. |  |
| 5 | Select option to proceed | System exits from loop and returns to “Feedback” Screen. |  |
| 6 | Select exit to main menu | System return to main menu |  |

**Successful Post-Conditions: Customer feedback is received and responded to.**