Use Case Document

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# Use Case 1: Log Customer Feedback

Use Case Name: Log Customer Feedback

Actor(s): Customer Support Agent

Preconditions: Agent has access to the feedback tracker

* Flow of Events:

1. 1. Agent receives feedback via email or form
2. 2. Agent opens the Excel feedback tracker
3. 3. Agent enters customer details and feedback type
4. 4. Agent saves the file

Postconditions: Feedback is logged and saved in the tracker

Exceptions: Excel file is not accessible → show error or notify IT

# Use Case 2: Assign Feedback to Team

Use Case Name: Assign Feedback to Relevant Team

Actor(s): Product Manager

Preconditions: Feedback is already logged

* Flow of Events:

1. 1. Product Manager opens the feedback tracker
2. 2. Reviews each feedback entry
3. 3. Tags or assigns each item (Bug → Dev Team, Complaint → Support, etc.)
4. 4. Sends updates to team via email or Slack