

User Stories

As a/an	I want to...	so that
Customer	be able to communicate using my preferred language	I can explain my requirements better.
Customer	be directed to the best suitable Relationship Manager	I can gather precise knowledge about my travel packages without any misunderstandings.
Customer	be assigned to the Relationship Manager who knows my detail and my interests.	they can provide me with information without any basic questions.
Customer	be able to get the perfect and precise services	my time doesn't waste.
Customer	be able to continue my call with the previous assigned Relationship Manager	I can continue my conversation
Customer	be able to know the estimated time it will take in queue	I can plan accordingly on to wait or call later.
Customer	be able to know the status of my travel packages and the procedure	I know if any changes are supposed to be made or not.

As a/an	I want to..	So that
Relationship Manager	be matched with the customers I have information about	I can provide them best service.
Relationship Manager	be able to access the required information about the customer	I know what exactly is required out of me.
Relationship Manager	receive customers details such as their past purchases	I can recommend them the perfect deal.
Relationship Manager	be evaluated and assigned to the parts where I have interest and knowledge	I can be motivated and enjoy working.
Company Manager	I want to assign the Relationship Managers to the customers they know about	they can enjoy and provide better services.

