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# Casual Use Case Specification: UCn

**Brief Description:** This use case enable the Customer Service manager to maintain customer

# Section 1: Business Rule(s):

BR 20: Customers must have unique Id.

BR 21: Customers must have a name.

BR 22: Customer must have a phone number

# Section 2: Scenarios (HD):

**Scenario 1: Record Customer’s info without errors**

# Preconditions

When the use case begins , customer menu would be displayed and Customer service manager must log into the system.

| **Step#** | **Actor (Customer Service Manager and Web Developer and Clerk )** | **System** | **Data Used** |
| --- | --- | --- | --- |
| 1 | Request to add a New Customer | Displays a list of current customers as well as an option for a new customer | List of Customers  Phone Number  Customer name |
| 2 | Choose to add a new Customer | Displays a customer entry screen with :  Customer name , address , home phone number , cell phone number , work phone number | List of Customers  Phone Number  Customer name |
| 3 | enters the customer name, address, home phone number, cell phone number and work phone number information and requirement | Validate Data:  customer name has been entered  at least one phone number has been filled in. customer should not be exist in database  Data is valid  The system generates a customer id. | List of Customers  Phone Number  Customer name |
| 4 | Chooses to exit | Displays the Main menu | List of Customers  Phone Number  Customer name |

**Successful Post-Conditions: New Customer is added to Database.**

**Scenario 2:**

# Preconditions

When the use case begins , customer menu would be displayed and Customer service manager must log into the system.

| **Step#** | **Actor (Customer Service Manager and Web Developer and Clerk )** | **System** | **Data Used** |
| --- | --- | --- | --- |
| 1 | Select the modify a customer option | displays a list of current customers as well as an option for modification | List of Customers  Phone Number  Customer name |
| 2 | Select the customer that should be changed | Displays the customer input screen with the customer ID along with name filled in. | List of Customers  Phone Number  Customer |
| 3 | Enters the new data and requests to save | Validates that the customer id is unique and the customer name has been entered. Check whether the phone number entered or removed Changes the customer record in the database and displays the customer list | List of Customers  Phone Number  Customer |
| 4 | Chooses to exit | Displays the Main menu | List of Customers  Phone Number  Customer |

**Successful Post-Conditions:** Customer records in the database are modified and up to dated!