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| USE CASE ID001 | Being rerouted automatically during busy hours | | | |
| Goal in Context | I want to be routed automatically based on what I say to the automatic routing system and what option I choose on the menu | | | |
| Pre-conditions | Customer is calling in and a human representative is not immediately available to help them | | | |
| Post-conditions | The customer is satisfied with the information they have, completed their objective for calling in or the RMs have done everything in their capacity to help the customer | | | |
| Actors | Primary: Customer  Secondary: Relationship Manager | | | |
| Trigger | The customer calls in during busy hours | | | |
| Process | Step | Customer | System | Relationship Manager |
|  | 1 | ­­ | Says the welcome message and ask the user to speak their intention from a list |  |
|  | 2 | Speaks their intention, preferably from the intentions list |  |  |
|  | 3 |  | If the message is understood and fits one of the options, go to Step <8>  If the message received does not fit any of the options, go to step <4> |  |
|  | 4 |  | Ask the user to press a number of their phone based on a list of menu options that is read out |  |
|  | 5 | Press a number on their device |  |  |
|  | 6 |  | If a number is received, go to Step <8>  If not after 30 seconds, go to Step <4> |  |
|  | 7 |  | The user is asked to wait a bit while they are being routed |  |
|  | 8 | The user stays on the line and does not hang up until someone is available, go to Step <9>  If the user hangs up, go to Step <12> |  |  |
|  | 9 |  | Connect them to the first available appropriate RM, go to Step <11>  If no RM is available, go to Step <10> |  |
|  | 10 |  |  | Manually take a customer call in waiting when no other RM is available |
|  | 11 | Communicate their objective with the RM | Connects the customer with the RM | Does their best to fulfill the customer’s objective |
|  | 12 |  | Call ends |  |
| SPECIAL REQUIREMENTS DATA |  | The waiting period should not exceed 5 minutes. | | |
| UNRESOLVED ISSUES |  | Customer’s objective may not be achieved in 1 call, could schedule for the customer to call again when they have more information or the RM to call back if needed. | | |