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| Use Case ID | UC#302: Sales in Outbound Calls |
| User Story | As a relationship manager, I want customer details displayed to me, so that I can effectively serve the end-customer with accurate information that aligns with their needs. |
| Goal | Increase the customers experience with the relationship manager |
| Priority | High |
| Actors | Primary - Relationship Manager  Secondary - System, Database, and Customer |
| Pre-conditions | * Customer has a pre-existing profile * Customer calls through call management system (CMC) |
| Post-conditions | * Relationship Manager is connected to a customer according to their skill and profile * Customer selects a package. |
| Trigger | Target list being generated by the system |
| Main Flow | 1. Relationship Manager gets target list from system 2. System generates a list based on RM and customers’ profiles 3. The system then retrieves the customer profile from the database. 4. System provides the RM with the customer details, and provides guidelines and scripts accordingly. 5. System connects RM with a customer. 6. RM discusses holiday packages with the customer. 7. Customer selects desired package. 8. The RM will submit the holiday package thus storing it in the database 9. Call gets disconnected |
| Includes/Extends/Inherits | Includes ‘Display Customer Details’  Includes ‘Generate Guidelines & Scripts’  Includes ‘Skills’  Extends ‘End Call’ |
| Supporting Information | Assumption:   * The customer already has a pre-existing profile. * RM has a pre-existing profile according to performance and product knowledge |
| Non-functional Requirements | Performance   * Must be fast at making and retrieving profiles * System must be up 99.99% |
| Alternate Flow | The customer does not purchase a holiday package |
| Trigger | The holiday package does not seem to interest the customer |
| Step | 1. Re-join main flow step 6..  2. The customer does not seem interested in the offered package  3. The call gets disconnected |
| Post-conditions | Sale is not complete.  Call is ended. |
| Exceptions | The relationship manager renegotiates and the customer purchases a holiday package |