# Assumptions

These assumptions are anything that have not been identified by the task description:

* Customers profiles are created upon sales
* All customers with a previous purchase have an existing profile
* All profiles (Customer & RM) are securely stored can be easily retrieved, updated, or deleted
* Customer & RM profiles can be easily filtered to find matches
* The criteria for scoring a customer will be provided by the travel company
* The profiler tool will easily integrate with the information system
* There is a separate entity that handles the acquiring of travel packages from partnered companies
* There is no call centre operator
* Call distribution is handled by an automated system
* RMs and HR managers are both types of employees
* A HR manager oversees at least one or more RMs
* A RM must have one HR manager
* A RM can serve many customers
* A customer is only served by one RM
* A customer can make many orders
* An order can only be made by one customer
* An order can be for one or many travel packages
* An order can only have one payment
* A payment can be made for multiple orders