

Sample Use Case Glossary

Use Case Name	Description	Participating Actors and Roles
Create Customer	Creates a new customer	Customer Service Rep
Update Customer	Updates/Edits a customer record	Customer Service Rep
Create Location	Create a new location	Customer Service Rep
Update Location	Update/Edits an existing location	
Create Work Order	Create a work order for services requested by customer	Customer Service Rep
Edit Work Order	Edit an existing work order	Customer Service Rep Dispatcher
Update Work Order	Update an assigned work order	Dispatcher IR Tech
Work Order Inquiry	Inquiry about a particular work order	Customer Service Rep Dispatcher
Create Complaint	Create a complaint to be handled	Customer Service Rep Dispatcher
Update Complaint	Update an existing complaint	Service Rep Dispatcher IR Tech
Perform Service	Performing the service required in a work order (could be an entirely manual process)	IR Tech Customer
Add Drops	Add drops to a location	Service Rep Dispatcher IR Tech
Update Drops	Update information on drops	Dispatcher IR Tech
Assign Work Orders	Used to (re)assign work orders to IR Techs	Dispatcher Service Rep
Create Reports	Create Report(s) for management	Service Rep Dispatcher
Create Invoice Report	Create a report of services/work orders performed for A/R	Dispatcher
Maintain Data	Used to maintain table data (maintenance screens)	DBA