

## Delta Work Order System

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Version	1.0		
Use Case Name	Create Customer	Use Case Type: Business Requirements System Analysis	
Use Case ID	DELTA-20081001		
Priority	HIGH		
Source	Requirement		
Primary Business Actor	Service Rep		
Other Participating Actors	Customer Customer Service Manager		
Other Interested Stakeholders	Accounts Receivable Dispatcher		
Description	<p>This use case describes the event of creating a new customer for Delta. The potential new customer must provide basic contact and location address from which billing information can be derived. System confirms the customer does not already have an account and creates a new account. Service Rep proceeds to <i>DELTA-20081003 Create Location use case</i>.</p> <p>If existing account, system confirms it is not delinquent, then opens <i>DELTA-20081002 Update Customer use case</i>. If delinquent account exists, cancel the process and direct customer to Customer Service Manager (<i>would be a use case for this process, but not necessary for the scope of this project</i>)</p>		
Precondition(s)	The Customer calls or walks into the office.		
Trigger(s)	The use case is triggered when the Customer requests a new account.		
Typical Course of Events	Actor Action	System Response	
	Step 1: Customer requests a new account	Step 2: None	
	Step 3: Service Rep opens Create Customer Account screen	Step 4: Screen opens	
	Step 5: Customer provides Service Rep with name and address. Service Rep enters information on screen	Step 6: Systems checks existing customer accounts against information provided	
	Step 7: Customer provides Service Rep with remaining personal details. Service Rep enters information on screen, confirms details with Customer. If no changes necessary, selects to continue	Step 8: System responds by confirming the information was saved successfully.	

	<b>Step 9:</b> Service Rep invokes <i>DELTA-20081003 Create Location use case.</i>	
<b>Alternate Courses</b>	<b>Actor Action</b>	<b>System Response</b>
	<p><b>Step 1:</b> Customer requests to reactivate an account. Service Rep invokes <i>DELTA-20081002 Update Customer use case.</i></p> <p><b>Step 5:</b> If customer refuses to provide all required information to create a new account, Service Rep cancels use case and refers customer to Customer Service Manager</p> <p><b>Step 6:</b> If matching customer record(s) exist, System provides list of possible matches and Service Rep verifies if customer already has an account. If yes, Service Rep invokes <i>DELTA-20081002 Update Customer use case.</i> If no, <b>go to Step 7.</b></p>	
<b>Conclusion</b>	This use case concludes when the member receives a confirmation that the customer account has been successfully saved.	
<b>Postcondition</b>	The customer information has been recorded. The Service Rep will now begin the Create Location use case to associate location(s) to the customer account.	
<b>Business Rules</b>	<ul style="list-style-type: none"> <li>• Customer must provide all required information when requesting a new account or to reopen an existing account</li> <li>• Customer account may not be created if there is an existing account not in good standing</li> </ul>	
<b>Implementation Constraints and Specifications</b>	<ul style="list-style-type: none"> <li>• Use Case must be available 24 x 7 (except for standard maintenance windows)</li> <li>• Frequency: It is estimated that this use case will be executed 10 – 15 times per day. It should support up to 15 concurrent Service Reps</li> </ul>	
<b>Assumptions</b>	<ul style="list-style-type: none"> <li>• Product is scalable and can handle a larger execution volume in the future</li> <li>• Membership issues for previous delinquency will be directed to the Customer Service Manager for resolution</li> </ul>	
<b>Open Issues</b>	None	