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| Actor | Description | Use Case(s) |
| Sales Associate | An employee who when logged in through the internet can create and work on new quotes for customers. | Create Quote |
| Clerk | An employee in-house who reviews quotes to finalize and creates a purchase order for them. | Sanction Quote, Create Purchase Order |
| Admin | An employee who manages Sales Associate records and can view quotes. | Administer System |
| Legacy Database | A database that contains all their customers information. | Create Quote |
| Processing system | A system that calculates a sales commission rate and processing date. | Create Purchase Order |