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| **Use case name:** Creating a Customer Profile | | | |
| **Area:** Customer Information Management | | | |
| **Actors:** Primary: Customer Secondary: Final Path Consulting Web System | | | |
| **Stakeholder:** Customer- Interest: wants to create a profile to be able to benefit from customer loyalty program; Taproom Manager-Interest: How many total customers have been signing up for the program and utilizing the customer information | | | |
| **Level:** Blue | | | |
| **Description:** The customer creates a customer profile online by adding information to a form. The customer submits the form to complete creating a customer profile. | | | |
| **Trigger:** Customer wants to sign up for the loyalty program and goes online to initiate the process. | | | |
| **Trigger Type:** 🗹 **External** ❑ **Internal** | | | |
| **Input** | | **Output** | |
| **Name** | **Source** | **Name** | **Destination** |
| Password | Customer | Login page | Customer |
| Phone Number | Customer | Customer Profile Form | Customer |
| Email | Customer | Summary Page | Customer |
| Customer Name | Customer | Successful Profile Creation Message | Customer |
| Date of Birth | Customer |  |  |
| **Steps Performed**   1. Customer visits Klaus Brewing Company website and clicks on Sign up for Loyalty Program which will take the customer to a new application. 2. The customer will click the sign up button which will take the customer to sign up page. 3. Customer fills out the form completely and accurately. 4. Customer press submit which will move to a page summarizing the information. 5. The customer would verify the information and edit the form if any changes need to be made. 6. If no changes are to be made, the customer will press submit and a successful profile creation message will appear. | | **Information for Steps**   1. Sign up tab or button. 2. Login page which has a sign up option. 3. Customer Profile Form. 4. Summarizing page with edit button and submit button 5. Successful Profile Creation Message. | |
| **Preconditions:** Phone Number cannot be linked to another account. | | | |
| **Postconditions:** Customer Profile has been created. | | | |
| **Assumptions:** Customer has not signed up for the loyalty program before; Customer will provide accurate information. | | | |
| **Success Guarantee:** Information is saved in the client information management system. Email/Text message is sent to notify successful profile creation. | | | |
| **Minimum Guarantee:** Participants would be able to complete the customer profile but unable to submit successfully. | | | |
| **Objectives Met:** Allow recurring customers to be able to sign up for loyalty programs online using a secure Web application. | | | |
| **Outstanding Issues:** What happens if when trying to submit the phone number used is linked to another account? How do we verify if the customer’s phone number and email address is actually theirs? | | | |
| **Priority (optional):** | | | |
| **Risk (optional):** | | | |
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