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| **Use Case Name:** | Agency Management |
| **Project/Feature:** | Agency Analytics |
| **Date Created:** | 8/15/2016 |
| **Author:** | Mike Stratford |

**Revision History**

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| **Date** | **Initials** | **Description** |
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## Characteristics

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| **Description:** | A description of the Agency Management functionality |
| **Actors:** | User |
| **Uses:** |  |
| **Pre-conditions:** | 1. Agency has been created and product has been purchased |
| **Post-conditions:** |  |
| **References:** |  |

**Process Flows**

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| **Normal Flow:** | 1. The user can navigate to the Agency Management page through their profile/account. 2. The user is presented with a “tabbed” Application with the following tabs:    1. General (Metrics)       1. Region – What geographic region the agency is in.       2. Agency Size – How big the agency is.       3. Debt Type – What debt they collect (Medical, Financial, Academic, etc.)       4. Agency Gross Income – Agency annual gross income.       5. Other    2. Roles (User Management)       1. Add User – Agency will be able to create a user who can modify their Agency Management page.       2. Edit User – Allows the agency to give specific privileges to a user       3. Delete/Remove User    3. Subscription 3. The user will have access to a description of the above mentioned    1. Pictures, examples, and overall description will be in a separate panel to the right of the objects.    2. When scrolling in the “General” area, descriptions will change depending on what field is directly left of the Description Field 4. Upon completing the Agency Management process, the user is prompted to save the changes.    1. User can also discard changes if desired changes weren’t made. 5. Admins will receive an email saying that changes were made to their Agency Account. |

ToDo:

1. Flesh out how the information input from the user is passed and stored into our data base to edit their Agency Account.
2. Determine how the user is to input information from their Agency in order to generate data on KPIs