**Use case name:** Service Agent Manage Application

**Description:** This use case describes a service agent managing applications.

**Primary actor(s):** Service Agent

**Precondition(s):**

**Main flow:**

|  |  |  |
| --- | --- | --- |
| **Actor** | **Goal** | **Notes** |
| Service Agent | Create new application | "Draft" |
| Service Agent | Create new PCA application | "Draft" |
| Service Agent | View application |  |
| Service Agent | Submit application | "Draft to "Pending" |
| Service Agent | Unsubmit application | "Pending" to "Draft" |
| Service Agent | Review application | "Pending" to "Review" |
| Service Agent | Return to provider enroller | "Review" to "Draft" |
| Service Agent | Set outcome | "Review" to "Complete" |
| Service Agent | Update completed application | "Complete" to "Draft" |
| Service Agent | Delete application | Must not be "in MMIS" |
| Service Agent | Assign to user that was created on behalf of | Set Applicant.user to something? |

**Issues:**

**Change control:**

|  |  |  |  |
| --- | --- | --- | --- |
| Version | Date Revised | Revised By | Revisions |
|  |  |  |  |