

Use Case

Use Case Name	<i>Request Assistance</i>
Scenario:	<i>Phone call interaction between user and CSR</i>
Triggering Event:	<i>CSR receives a call from a customer/customer makes a call to CSR</i>
Brief Description:	<i>The customer makes a call requesting assistance, It could be about issues with the ABM or some other request about their products with the bank</i>
Actors:	<i>Customers, CSR, IT,</i>
Related Use Cases:	<i>Conduct ABM session and Report stolen ABM card</i>
Pre Conditions:	<i>The customers need to have a product with the bank</i>
Post Conditions	<i>Request should be resolved after the call</i>
Flow of Activities:	<ul style="list-style-type: none"> • <i>The customer calls CSR</i> • <i>CSR answers the call</i> • <i>CSR receives a request or issue to be solved</i> • <i>CSR proceeds to verify customer data</i> • <i>After the verification CSR can solve the customer request and then proceed with the next conditional step</i> • <i>If the customer doesn't have an ABM card the CSR can offer to apply for one on behalf of the customer</i> • <i>With this conditions CSR should have enough information to know how to proceed, if there is any additional question from the customer or the request was solved</i> • <i>Everything is fine? finish call</i>
Exception Conditions:	<ul style="list-style-type: none"> • <i>Systems crash</i> • <i>Signal loss</i>



