Brief use case descriptions

*Customer Subsystem:*

**Create/update account**: Create/update customer account in our company.

**Fill information**: Fill in customer’s personal information in account.

**Select program**: Choose which kind of service customer want, like going to college/university/master or learning ELL.

**Check schools**: Check every schools’ details in our website.

**Comparing schools**: Comparing with several chosen schools.

**Contact advisors**: Contact advisor by online chat function in our website, or through phone/email.

**Make decision**: Make decision on which programs to choose and which school to going to.

**Sign contract**: Fill in and sign contract provided by company’s manager.

**Pay money**: Pay money to company’s account.

**Send documents**: Send personal documents used for application to the advisor.

**Refund money**: If application fails, customer has right to get their money back and we will refund the money (not include the application fee).

*Advisor Subsystem:*

**Help customer**: Advisor helps to create/update customer account.

**Create/update account**: Advisor helps to fill in customers’ personal information in account.

**Contact customer**: Contact customer by online chat function in our website, or through phone/email.

**Collect information**: Collect all useful personal information and personal requests or wills from customer.

**Check suitable schools**: Check every available school that meet customer’s requirements.

**Give back school list**: Make a list of those schools and give it back to customer.

**Give official advice**: Give the agency official advice to customer. (see details in “Develop official advice”)

**Send customer’s information**: Send the customer’s information, status and decisions to manager to make contracts.

**Apply to schools**: Send applications and customer’s documents to schools.

**Apply visa**: Send customer’s documents and apply for a visa and etc.

*Manager and Financial staff Subsystem:*

**Make contract**: Collect customer information given by advisors to make contracts.

**Develop official advice**: Collect every schools’ admission status in recent years, the sponsorship status by schools and customer statistics in recent years to develop the agency official advice.

**Check financial statements**: Check the financial statements from financial staff.

**Receive money**: Receive money from customers.

**Check amount**: Check amount with the contract.

**Refund money**: Give money back to customer if visa doesn't pass or customer doesn't be admitted by any school (not include the application fee).

**Make financial statements**: Make financial statements at regular intervals.