

# *Use Case Description*

- Name: Answer Calls
  - Actor initiates the use case : CSR
  - Precondition: Caller has a problem
  - Steps in the scenario:
    - The caller calls CSR and he tries to solve his problem or redirect it to a supervisor
    - The call is redirected if the caller calls the wrong department
  - Postcondition: The Caller's problem is solved
  - Actor who benefits from the use case: Caller and CSR
- 

- Name: Access customer data
  - Actor initiates the use case : CSR and Supervisor
  - Precondition: a call is initiated
  - Steps in the scenario:
    - The call's data is forwarded to the employee as soon as the call starts
    - If the caller wishes to add a subscription, the employee updates the data
    - If the caller wishes to unsubscribe from a service, the employee deletes data
  - Postcondition: a satisfied customer
  - Actor who benefits from the use case: Caller
- 

- Name: Manage employees
- Actor initiates the use case : Supervisor
- Precondition: Managing employees
- Steps in the scenario: Include several actions :
  - Assign Employees: Supervisors assign roles or tasks to employees.
  - Assign (hire) representatives: Supervisors hire new CSRs to handle customer calls.
  - Assign Trainers: Supervisors appoint trainers to provide skill development and training sessions to CSRs.
  - View Employee Data: The supervisor views data about employees (such as CSRs or trainers) to assess their performance or responsibilities.
  - Edit Employee Data: The supervisor updates employee records when necessary, such as adding credentials, updating roles, or revising personal details.
  - Fire Employees: If performance greatly declines or other issues arise, the supervisor may terminate employees as necessary.
- Postcondition: Preferred process of managing data
- Actor who benefits from the use case: CSR

