***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