

Use Case Name: Inbound calls

Use Case ID	UC003
User Story	As a customer I want to be matched with an appropriate RM so that I can rely on their expertise to find an appropriate holiday package
Goal	Call Management Centre would like to receive inbound calls from customers and match it swiftly with RMs and customers according to their preferences/skills without any delays. If all the RM is busy, redirect the call to Interactive Voice response unit.
Priority	High
Actors	Primary actors-CMC (Call Management Centre) , RM, Interactive Voice response unit Secondary actors- Customer
Pre-conditions	<ul style="list-style-type: none">- RM should be allowed to make calls for follow ups (access to phone lines)- CMC and RM should be able to open customer profile- RM should have access to previous call logs- Customer should agree to the call being recorded- CMC should be able to calculate Skill score of the RMs- CMC should have access to preloaded criteria of the customer (previous call logs, postcodes etc)- CMC should be able to calculate customers' scores before directing it to RMs
Post-conditions	-RM should submit call logs and notes on the system for the next time if the customer decides to call again.
Trigger	Customer dials the Agency

Main Flow	<p>Detailed and step by step description of user actions and system responses.</p> <ol style="list-style-type: none"> 1. Customer calls the agency 2. CMC receives the notification of the call 3. CMC tracks the call number to a customer profile if they exist on the system 4. If customer profile doesn't exist, direct it to any available RM (Refer to alternate flow 1) 5. Once their profile has been loaded, CMC checks customer score 6. CMC checks available RMs 7. CMC decides which RM should be appropriate for the customer based on RM score/background (language) 8. Before CMC directs the call to a RM, send out a message about call being recorded for training purposes. 9. If the RM becomes available, direct the call to the RM 10. If all the RMs are busy, redirect the call to interactive voice response unit (refer to Alternate flow 2)
Exceptions	- The call drops before directing it to a RM
Includes/Extends/Inherits	Extends UC06: Post-sales management, call logs and sending travel package details
Supporting Information	Interactive Voice response unit is for when all of the RMs are busy and can't take the call at the time. When customers are directed to the response unit, they can decide to leave their number or to hold for the next available one.
Non-functional Requirements	<p>Customers call should only be recorded for training purposes and shouldn't be opened without any specific reasons.</p> <p>Calls should only be opened by executives.</p> <p>RM should only be able to open call logs not the call recordings.</p>

Alternate Flow 1	" Customer profile doesn't exist"
-------------------------	-----------------------------------

Trigger	When tracking the phone number, the customer database alerts CMC that the customer profile doesn't exist.
Step	<ol style="list-style-type: none"> 1. CMC checks the call notification 2. CMC tracks down the phone number on the customer database 3. Customer database alerts CMC that the customer profile doesn't exist. 4. The customer is directed to any RM who is available at the moment.
Post-conditions	RM should make sure to get information such as email for a follow up if they are interested.
Exceptions	

Alternate Flow 2	"All RMs are busy, redirect the call to interactive voice response unit"
Trigger	A customer called and all RMs are occupied, the call will be automatically directed to the interactive voice response unit.
Step	<ol style="list-style-type: none"> 1. CMC notices all of the RMs are occupied 2. Send out a voice recording saying "Our customer service team members are all occupied at this moment, we will be re-directing you to a 'interactive voice response unit'" 3. The voice response unit suggests different options Option 1: Leave a phone number so next available RM can call the customer back Option 2: Ask if the customer wants to hold until a RM becomes available 4. If the customer chooses Option 1, their phone number will be recorded on the system and passed on to CMC to be assigned to a RM 5. The customer hangs up the call and will be receiving a call from the agency shortly 6. If the customer chooses option 2, when a RM becomes available the call will be directed.
Post conditions	
Exceptions	The call drops by the customer when they are being redirected to the interactive voice response unit.