**UC002: Create Customer Profile**

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| **Use Case ID** | UC002 |
| **User Story** | As a customer, I want to register my personal details through an online portal so that I can create a customer profile which is ready to be matched with a relationship manager. |
| **Goal** | Generate a customer account & profile which is ready to be matched with an appropriate manager. |
| **Priority** | High |
| **Actors** | Primary Actor - Customer  Secondary Actor – Travel Agency Customer Database, Account Management Portal (“AMP”), Profiler Tool, Travel Agency Email System, Customer’s Email System |
| **Pre-conditions** | The customer must have an email address.  The customer must have a stable internet connection and a browser which can run JavaScript.  Customer must give consent for the travel agency to store their personal details which they also must provide. |
| **Post-conditions** | Customer has successfully stored their details in a profile which is ready to be matched with a relationship manager. |
| **Trigger** | The customer launches the AMP website via their browser. |
| **Main Flow** | 1. The Account Management Portal (“AMP”) displays the login menu to start the sign-up process. 2. The Customer clicks the “Sign Up” button. 3. The AMP generates a form to select a username, email and password. 4. The customer chooses their username, email, and password, and submits the form. 5. The AMP alerts the **“Travel Agency Email System”** to send a new verification email to the customer. 6. The **“Travel Agency Email System”** generates and sends the verification email to the customer’s email. 7. The AMP generates a prompt to verify the customer’s email address and notifies the customer to check their inbox for the verification link. 8. Customer logs onto their email and clicks on verification link.    1. If the customer does not click on the verification link within 1 hour, refer to **Alternate Flow 1: “Resend verification email".** 9. The AMP displays a message notifying customer of successful account creation. 10. The AMP prompts the customer to launch the ‘Profiler Tool’. 11. Customer follows steps outlined by the Profiler Tool and answers questions as provided. The customer presses the submit button. 12. The Profiler Tool creates a unique customer ID and profile and notifies the AMP to display a message confirming their successful registration. 13. The AMP alerts the **“Travel Agency Email System”** to send an email confirming successful registration. 14. The use case ends. |
| **Exceptions** | Exception 1: Step 1-4: If the customer closes the browser at any time before they generate and verify their customer account, they will have to restart this process as all information is discarded.  Exception 2: Step 10-11: If the customer closes the browser at any time before their unique profile has been generated, their personal details are discarded and they will have to relaunch the profiler tool. |
| **Includes/Extends/Inherits** | N/A |
| **Supporting Information** | The customer’s personal details need to be stored on the Travel Agency’s servers.  A supporting Profiler Tool exists to assist customers in the profile creation process. |
| **Non-functional Requirements** | The AMP should use sufficient JavaScript to support the profile creation process and the rest of the website should be built using HTML and CSS for faster loading speeds.  The AMP website should be based from a server configured with openSSL and proper HTTPS certificates for security purposes.  Customer details should be encrypted for privacy purposes. |

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| **Alternate Flow 1** | “Resend verification email” |
| **Trigger** | Customer does not click on verification link in the email after 1 hour. |
| **Step** | 1. The AMP notifies customer that their account verification has not been successful. It prompts the customer to resend the verification email and also displays a reminder to check their spam mail folders. 2. The Customer clicks the resend button. 3. Re-join at step 5 in the **Main flow**. |
| **Post-conditions** | The customer successfully presses the “resend” button. |
| **Exceptions** | Exception 1: Step 1-3: If the customer closes the browser at any time, the session is terminated. |