

<b>USE Case ID</b>	UC102: Outbound Calls
<b>User Story</b>	As a Relationship Manager, I want to receive the correct information and guidelines from the system so that I can provide an improved service to the end-customer.
<b>Goal</b>	Provide the targeted customer with improved service and attract potential buyers
<b>Priority</b>	High
<b>Actors</b>	Primary Actor: Relationship Manager Secondary Actor: Customer, Call Management System, Profiler Tool
<b>Pre-Conditions</b>	The Relationship Manager has access to the Call Management System. Database with customer details exists within the system.
<b>Post Conditions</b>	The Relationship Manager has successfully been connected to a customer
<b>Trigger</b>	The Relationship Manager is assigned a number by the system and calls the customer.
<b>Main Flow</b>	<ol style="list-style-type: none"> <li>1. The Call Management System retrieves customer details from the database.</li> <li>2. The system generates a unique target list for each Relationship Manager based on their skills and profile identified by the profiler tool.</li> <li>3. The system displays the customer details and provides the Relationship Manager with guidelines and a script.</li> <li>4. Relationship Manager reviews informatand receives unique call ID.</li> <li>5. Relationship Manager connects to customer. Refer to Alternate flow 1: <b>Call not connected</b></li> <li>6. provides unique call ID to customer</li> <li>7. Profiler tool scores and updates existing profiles of both Relationship Manager and customer based on outcome of call.</li> <li>8. Steps 3-7 are repeated till the end of the target list is reached.</li> <li>9. Use Case ends.</li> </ol>
<b>Exceptions</b>	<p><b>Exception 1.</b> Step 1: System is unsuccessful in retrieving customer details from database and relay to relevant relationship manager.</p> <p><b>Exception 2.</b> Step 4-7: Call is disconnected at any time, profiler tool</p>

	ends its current session.
<b>Includes/Extends/Inherits</b>	NA
<b>Supporting Information</b>	Relationship Managers are already initialised within the system
<b>Non - functional requirements</b>	Security: All customer details must be kept secure Performance: Calls to a customer must be connected in under 30 seconds

<b>Alternate Flow 1</b>	"Call not connected"
<b>Trigger</b>	Relationship Manager is unable to reach potential customer
<b>Step</b>	<ol style="list-style-type: none"> <li>1. Profiler tool adjusts customer profile</li> <li>2. Rejoin at step 4 in the main flow.</li> </ol>
<b>Post conditions</b>	Relationship Manager proceeds to the next targeted customer
<b>Exceptions</b>	End of the target list is already reached, then the use case ends.