USE Case ID	UC101: Inbound Calls
User Story	US004: As a customer I want to connect to a suitable relationship manager who matches my criteria, so that my preferences are understood properly
Goal	Customer gets the best deal on their holiday package.
Priority	High
Actors	Primary Actor - Customer Secondary Actor - Relationship Manager, Automatic Call Distributor, Profiler Tool, Interactive Response unit
Pre-Conditions	The customer has access to the travel company's phone line
Post Conditions	The customer has connected with a relationship manager and/or booked a holiday package
Trigger	The Customer calls the travel company
Main Flow	1. Customer dials the travel company's phone number 2. Automatic call distributor receives the customer's call. If the customer calls during peak hours refer to **Alternate Flow 1 : Peak Hour Inbound Calls** 3. Customer connects with automatic call distributor 4. Automatic call distributor requests customer's information 5. Customer provides information 6. Profiler tool creates unique caller ID and collects customer's information and creates a new customer profile. If the customer is an existing customer refer to **Alternate Flow 2: Existing Customer** 7. Profiler tool scores customers profile 8. Automatic call distributor sets the priority of the call 9. Profiler tool matches call with an RM profile, creating sales script about the customer 10. Relationship manager reviews customer information and sales script 11. Automatic call distributor routes customers call to an appropriate relationship manager 12. Relationship manager answers customers call 13. Use Case Ends
Exceptions	**Exception 1.** Step 4: System is unavailable when the profiler tool attempts to create a new customer profile. **Exception 2.** Steps 1-11: Customer ends the call at any time, prompting the profiler tool to end its current session.
Includes/Extends/ Inherits	N/A

Supporting Information	Customer information needs to be stored on a central server
Non - functional requirements	Performance/Connectivity: All calls should be flowing and not interrupted by any connectivity issues

Alternate Flow 1	"Peak hour inbound calls"
Trigger	The customer calls the travel company during peak hour
Step	1. Interactive response unit sends customer prompt options 2. Customer responds to prompt options 3. Interactive response unit processes customer's response 4. Rejoin step 4 in the main flow.
Post conditions	The automatic call distributor is able to process the customers information and send it to the profiler tool
Exceptions	**Exception1.** Steps1-3: Customer ends the call any time, causing the interactive response unit to end the session.

Alternate Flow 2	"Existing customer"
Trigger	The customer calling the travel company is an existing customer
Step	1. Profiler tool retrieves customer's profile 2. Rejoin step 7 in the main flow.
Post conditions	Profiler tool retrieves customer's profile
Exceptions	**Exception1.** Step1: Customer ends the call at any time, causing the profiler tool to end the session.