USE Case ID	UC102: Outbound Calls
User Story	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.
Goal	Provide the targeted customer with improved service and attract potential buyers
Priority	High
Actors	Primary Actor: Relationship Manager Secondary Actor: Customer, Call Management System, Profiler Tool
Pre-Conditions	The Relationship Manager has access to the Call Management System. Database with customer details exists within the system.
Post Conditions	The Relationship Manager has successfully been connected to a customer
Trigger	The Relationship Manager is assigned a number by the system and calls the customer.
Main Flow	1. The Call Management System retrieves customer details from the database. 2. The system generates a unique target list for each Relationship Manager based on their skills and profile identified by the profiler tool. 3. The system displays the customer details and provides the Relationship Manager with guidelines and a script. 4. Relationship Manager reviews informatand receives unique call ID 5. Relationship Manager connects to customer. Refer to Alternate flow 1: **Call not connected** 6. provides unique call ID to customer 7. Profiler tool scores and updates existing profiles of both Relationship Manager and customer based on outcome of call. 8. Steps 3-7 are repeated till the end of the target list is reached(**is this right?**) 9. Use Case ends
Exceptions	**Exception 1.** Step 1: System is unsuccessful in retrieving customer details from database and relay to relevant relationship manager. **Exception 2.** Step 4-7: Call is disconnected at any time, profiler tool

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

Alternate Flow 1	"Call not connected"
Trigger	Relationship Manager is unable to reach potential customer
Step	1. Profiler tool adjusts customer profile 2. Rejoin at step 4 in the main flow.
Post conditions	Relationship Manager proceeds to the next targeted customer
Exceptions	End of the target list is already reached, then the use case ends.