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| Use case | Take order by phone | | |
| Code | UC-oi-1.1 | | |
| Package | order-invoice | | |
| File | UC-oi-1.1.docx | | |
| Actor | Order and invoice department | | |
| Description | The staff of the order and invoice department takes an incoming phone order. | | |
| Precondition | * Working PC and working Software connected to the database * Unoccupied and working phone. | | |
| Scenario | 1. The staff accepts the incomming phone call. 2. System gets all all information. (name of the company, adress, contact information and sales tax ID number, how many tons, where and when it has to be load and unload, what kind of liquid) 3. System checks if the filled information is complete. 4. System checks if the customer has payed all his invoices yet. 5. System adds the current date and a new invoice number will be inserted automatically. 6. System gives an internal number to each task and subtask that has to be done by the truck driver. (load/unload) 7. System checks the availability of trucks and drivers. 8. The staff accepts the order. 9. End of the conversation. | | |
| Exceptions | **3.1 The typed information is incomplete.**  1. The missing information has to be asked by the staff.  2. The missing information has to be filled in.  3. Use case proceeds at step 4. | | |
| Exceptions | **4.1 The customer has not payed his debts yet.**  1. Use case ends here.  2. A report about the customers call will be send to the finance department. | | |
| Result | All needed information are collected and the job can be done. Now they can be used for an invoice that has to be created next. | | |
| Version | 1.1 | Schahab Kaiumi |  |