Sweet Karoline's Cakes Business Automation

Use Case Specification: Respond to Customer (via Form)

Version <1.0>

Revision History

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Use Case Specification: Respond to Customer

# Respond to Customer

## Brief Description

## This is where Karoline receives the question or concern from the customer, and where Karoline responds to the customer.

# Flow of Events

## Basic Flow

1. Karoline receives question or concern from customer.
2. Karoline responds to customer with follow-up information regarding the customer’s topic.

## Alternative Flows

## None

# Special Requirements

**3.1.** Karoline must be able to receive and open the question or concern.

# Pre-conditions

## Karoline must have a message from the customer to respond.

# Post-conditions

## The customer’s question or concern will be responded to.

# Extension Points

## None