<Business Process Automation>

Use Case Specification: <Request a Quote>

Version <1.0>

Revision History

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Use Case Specification: <Request a Quote>

# Request a Quote

## Brief Description:

The customer may want to create a special order, and therefore know the cost of their order before they make it. In this case, they would contact SKC and ask for Karoline to provide them with a quote for their order. This is a high-risk use case because consumers may want special orders and requesting a quote can allow them to decide on a purchase. Requesting a quote can be traced to a functional requirement of the customer creating an order for Karoline.

# Flow of Events

## Basic Flow:

1. Customer contacts SKC using the Contact Us form
2. Customer enters subject
3. Customer enters email address
4. Customer types description of the special order
5. Customer finishes requesting quote from SKC
6. Customer waits for a response from SKC

## Alternative Flows:

1. Customer completes Order Form
2. Under additional comments on Order Form, customer describes any special requests
3. Customer submits order
4. Customer waits for a response from SKC

# Special Requirements

## Customer wants to order a specialty cake

3.2 SKC sees the request on the order form, decides to change the standard price, and sends the customer a different quote for their order.

# Pre-conditions

## The customer has completed the Contact Us or the Order form and asked for a quote or special request.

# Post-conditions

## SKC has received the request for a quote.

# Extension Point

## SKC provides the customer with a quote for the special order

6.2 The customer creates an order