<Business Process Automation>

Use Case Specification: <Provide a Quote>

Version <1.0>

Revision History

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Use Case Specification: <Provide a Quote>

# Provide a Quote

## Brief Description:

SKC provides the customer with a quote after receiving a request for a special 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. Providing a quote can be traced to a functional requirement of the customer creating an order for Karoline.

# Flow of Events

## Basic Flow:

1. SKC receives request from Contact Us Form
2. SKC responds by sending the customer a quote for their order via email

## Alternative Flows:

1. SKC receives a request in the additional comment section of the Order Form
2. SKC responds by sending the customer a quote for their order via email

**2.2.1 Second Alternative Flow:**

* 1. SKC receives a request in the additional comment section of the Order Form
  2. SKC responds by sending the customer a quote for their order via phone call

# 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 responded to the customer, and sent them a quote.

# Extension Point

6.1 The customer creates an order