Use Case Specification – Register Customer Details

Brief Description

Administrative staff records the details of the customer and the system saves the details.

Actors

1. Administrative Staff
2. ***Basic Flow***
   1. START CUSTOMER DETAILS LOGIN

The use case starts when customer confirms all the services needed and Administrative staff inserts them in the system. The Administrative staff saves the service request and system prompts the user to start new customer details login.

* 1. REGISTER CUSTOMER DETAILS

The Administrative staff records the customer details. The Administrative staff saves the customer details and system confirms successful process of saving a new customer. The use case instance ends.

1. ***Alternative flows***
   1. EXISTING CUSTOMER

At basic flow REGISTER CUSTOMER DETAILS, system confirms that the basic inserted customer details are identical to existing customer in the system. The system prompts the Administrative staff that customer already is in the system and requests confirmation. Administrative staff confirms the prompt action and system populates the customer details with existing information in the system. Administrative staff double-checks the existing information with the customer and saves the details in the system. The use case instance terminates.

* 1. NEW CUSTOMER

At alternative flow EXISTING CUSTOMER, Administrative staff declines the prompt action by system and system does not populate the customer details with existing information. The use case resumes at basic flow REGISTER CUSTOMER DETAILS.

* 1. QUIT

The system allows the Administrative staff to quit at any time during the use case. The use case instance terminates.

* 1. SYSTEM DATA UNAVAILABLE

At any point in the use case, the system might fail to access the required information. The system displays the error message to the Administrative staff. The use case instance terminates.

Notes

* 1. System compares the basic inserted data for the customer (name and surname, address) with existing customer data in the system. Identical data triggers prompt action by the system (alternative flow EXISTING CUSTOMER).

Version history

N/A.