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| **Use Case Name** | Create Virtual Account Number | |
| **Scenario** | Customer Service generates Virtual Account Number (VA) | |
| **Triggering Event** | Customer service handles the business owner who wants to make a VA | |
| **Brief Description** | Customer services receive VA request with data from business owner, then generate the VA’s | |
| **Actors** | Customer Service | |
| **Related Use Cases** | None | |
| **Stakeholders** | Business Owner | |
| **Precondition** | Business basic information must be available.  Business owner data must be available. | |
| **Postcondition** | Virtual Account number(s) must be created and saved. | |
| **Flow of Events** | **Actor** | **System** |
| 1. Customer Service insert basic information 2. Choose generate method | * 1. System prompts how VA wants to be generated   2.1 System generate VA number |
| **Exception Condition** | 2.1 If Customer Service choose manual method, then they only can generate VA for one data at a time  2.1 If Customer Service choose by excel, then they could generate it at once | |

Use Case Fully Description

1. Create Virtual Account Number (Customer Service)