Use Case Template

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| Use Case ID: |  | | |
| Use Case Name: | Contact employees during services | | |
| Created By: | Brian Simmons | Last Updated By: |  |
| Date Created: | 02/03/2020 | Date Last Updated: |  |

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| Actor: | Customer |
| Description: | Can contact the employee while they are doing or on their way to do the services, to give any additional information that may be needed by the employee. |
| Preconditions: | Must already have a service scheduled. |
| Postconditions: | Employee will gain the new information from the customer. |
| Priority: | N/A |
| Frequency of Use: | Daily |
| Normal Course of Events: | The customer will contact the employee with valuable user information, and the employee will use that information to increase their effectiveness on the scheduled service. |
| Alternative Courses: | The employee does not see the information and cannot fully help the customer to gain the desired outcome. |
| Exceptions: |  |
| Includes: |  |
| Special Requirements: |  |
| Assumptions: | The customer scheduled services and has important information to relay to the employee. |
| Notes and Issues: |  |