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| --- | --- | --- | --- |
| Use Case ID: |  | | |
| Use Case Name: | Contact for services | | |
| Created By: | Mohammed Munassar | Last Updated By: | Mohammed Munassar |
| Date Created: | 2/3/2020 | Date Last Updated: | 2/7/2020 |

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| --- | --- |
| Actor: | Visitor |
| Description: | Contact for services |
| Preconditions: | Form for email or phone to get back to them |
| Postconditions: | Gets in touch with an employee |
| Priority: | High |
| Frequency of Use: | Any time a visitor needs help |
| Normal Course of Events: | Gets assigned with an employee to help them |
| Alternative Courses: | Contact service is unable to satisfy the customer and their issue remains unsolved. |
| Exceptions: | Fill a form so employee would contact customer back |
| Includes: |  |
| Special Requirements: | Email or phone |
| Assumptions: | The customer needs help with something so they would fill a form so an employee can review and contact them back |
| Notes and Issues: | Employee not getting back to customer |