Use Case ID	UC: Make Call
User Story	**As a** customer, **I want to** be connected to a relationship manager with extensive knowledge regarding the travel destination I wish to go to, **so that** I am well informed and given proper guidance and knowledge. **As a** customer **I want** to call a travel company consultant **so that** I can discuss my chosen destination.
Goal	Customer makes a call through the Travel company website and is connected to a relationship manager.
Priority	High
Actors	**Primary Actors:** The customer **Secondary Actors:** TC website, Profile Specialist, Relationship Manager
Pre-conditions	● Customer has access to Travel Company website ● Customer has a working phone number
Post-conditions	Customer successfully makes a call through the Travel Company website and is connected to a relationship manager.
Trigger	Customer launches Travel Company website via internet webpage and selects "Call a specialist" Button.
Main flows	1. The Travel Company (TC) website displays the homepage. 2. The customer selects the "Call A specialist" button from the TC website homepage. 3. The TC website directs customer to a "waiting for call page" which displays customer account details (name, phone, and address). If TC website detects customer is not logged in, then refer to **Alternative Flow 1: "Register to website"** 4. The profile specialist receives customer caller information and re-routes call to a similar profile relationship manager. If profile specialist is unable to connect customer to relationship manager, then refer to **Alternative Flow 2: "Transfer customer to queue"** 5. Customer is connected to a corresponding relationship manager. 6. The use case ends.
Exceptions	**Exception 1: Step 1-4** → Customer closes internet browser during the process and TC website cancels calling process. **Exception 2: Step 1-4** → Customer loses internet connection during the process and TC website cancels calling process. **Exception 3: Step 1-4** → If the TC website is under maintenance or is down for servicing.
Includes/ Extends/Inherits	N/A
Supporting information	Customer account details need to be stored into the central company server and database.
Non-functional requirements	Performance: ● When clicking the call button on the TC website, the website should process the call within 1 second 99% of the time. ● When transfering the customer to a RM, the TC website should process and connect the customer to the RM within 1 minute 95% of the time.

Alternate Flow 1	"Register to website"
Trigger	The TC website recognises customer is attempting to call without an account.
Step	1. The TC website displays compulsory input fields for account (name, age, address, phone, background). 2. The customer inputs details in required fields and selects the "confirm" button. 3. The TC website displays success messages. 4. Re-join at step 2.
Alt Flow	N/A
Post conditions	Customer successfully registers to TC website and account information is stored in the central TC server and database.
Exceptions	**Exception 1: Step 1-4** → Customer closes internet browser during the process and TC website cancels registration process. **Exception 2: Step 1-4** → Customer loses internet connection during the process and TC website cancels registration process. **Exception 3: Step 1-4** → If the TC website is under maintenance or is down for servicing.

Alternate Flow 2	"Transfer customer to queue"
Trigger	The TC website recognises customer has selected the call option.
Step	1. The TC website displays a "transferring call to queue" message. 2. Re-join at step 4.
Alt Flow	N/A
Post conditions	Customer is successfully transferred to the queue.
Exceptions	**Exception 1: Step 1-4** → Customer closes internet browser during the process and TC website cancels transfer process. **Exception 2: Step 1-4** → Customer loses internet connection during the process and TC website cancels transfer process. **Exception 3: Step 1-4** → If the TC website is under maintenance or is down for servicing.