Use Case ID	UC: Complete Profile Matrix
User Story	**As a** relationship manager, **I want to** complete a "Profile" questionnaire, **so that** my "Profile" can be acknowledged within the system. **As a** relationship manager, **I want** to check my sales performance and information, **so that** I can evaluate my own performance and improve on aspects which are showing low effectiveness.
Goal	Relationship managers are able to complete a questionnaire which asks for their age, sex, culture, language proficiency, experience and product knowledge forming the foundation for a "Profile" and "Skill Matrix".
Priority	H
Actors	**Primary Actor** – Relationship manager **Secondary Actor** – CMC manager, IS system, profiling tool
Pre-conditions	The RM has access to the Online system. The RM has employee id for the access.
Post-conditions	The RM has successfully created his/her profile via the Online System.
Trigger	The RM launches the travel company system via their internet webpage and clicks "employees" tab.
Main Flow	1. The Travel company system displays the '**Employees**' landing page and displays the hyperlink to list the available employee information i.e. create employee profile, edit employee profile, delete employee profile, employee reports. 2. The RM clicks on the hyperlink to '**create employee profile'**. 3. The Travel company system displays the create employee profile form. 4. The RM fills in the profile details like name, address, phone, age, sex, culture, language proficiency, experience and knowledge. 5. The Travel company system displays the **"confirm profile"** page for the created RM profile. 6. The RM chooses to "**Confirm"**. 7. RM profile is created and uploaded on company database. 8. The use case ends.
Exceptions	Exception1. Step 1 – If the Travel company system in not available and the system is down. Exception2. Steps 1-12 – RM closes the browser window anytime, and then the Travel company system blocks the task at that point in time and cancel the profiling process.
Includes/Extends/Inherits	N/A
Supporting Information	Relationship manager profile information needs to be stored on a central server.
Non-functional Requirements	Performance: when the 'create employee profile' button is clicked, the TC system should process the request within 1 second 99% of the time. Security: Secure RM personal information and profile data.