

## Use Case Name: Receive customer details with guidelines for outbound calls

<b>Use Case ID</b>	UC: Receive customer details with guidelines for outbound calls
<b>User Story</b>	As a relationship manager, I want to receive customer details with guidelines and a script, so I can provide an improved service to end-customers for outbound calls.
<b>Goal</b>	Relationship manager receives customer details, guidelines and a script with outbound calls, and is automatically matched with customers based on similar skills and profiles.
<b>Priority</b>	H
<b>Actors</b>	Primary Actor – Relationship manager (RM) Secondary Actor – CMS System
<b>Pre-conditions</b>	The relationship manager has access to the system. The customer has a working phone number.
<b>Post-conditions</b>	The relationship manager successfully receives the customers details along with a guideline and script.
<b>Trigger</b>	The relationship manager launches the call management system (CMS) and clicks on the “call a customer” button.
<b>Main Flow</b>	<ol style="list-style-type: none"><li>1. CM system displays a staff login page.</li><li>2. RM enters their login details.</li><li>3. The CM system displays the CM system landing page which includes outbound calls.</li><li>4. The RM selects the outbound call hyperlink.</li><li>5. The CM system directs the RM to the ‘call a customer page’ which displays options to call a customer or check customer details.</li><li>6. The RM clicks on the ‘call a customer’ button.</li><li>7. The system asks the RM to “Confirm” or “Cancel” by clicking on the buttons.</li><li>8. The RM clicks the ‘confirm’ button.</li><li>9. The system automatically displays the customer details, guidelines and script and calls the customer in the RM’s target list.</li></ol>

	10. The Use Case Ends.
<b>Exceptions</b>	<p>Exception 1. Step 1 – If the CM system is not available and the system is down.</p> <p>Exception 2. Steps 1-14 – If the RM closes the system anytime.</p>
<b>Includes/Extends/Inherits</b>	N/A
<b>Supporting Information</b>	Customer details, scripts and profiles need to be stored in the CM System and company database.
<b>Non-functional Requirements</b>	<p>Performance:</p> <ul style="list-style-type: none"> <li>- All pages must load and display within two 2.5 seconds of a button click at least 98.5% of the time.</li> <li>- Clicking the 'call a customer' button should process within 3 seconds 99% of the time.</li> </ul> <p>Security: Secure RM and customer personal information and profile data.</p>