**User Stories**

1) Board Members’ Perspective:

* As a board member, I want to collaborate with all department managers so that I can realise the system requirements of call management centre. #UC101
* As a board member, I want the managers to review and regular evaluate the system requirements so that call management centre will be able to handle large volume of incoming phone calls without disappointing the customers. #UC102

2) Company Manager’s Perspective:

* As a manager, I want to report updates about the new system to board members so that the requirements can be evaluated and fixed efficiently. #UC201
* As a manager, I want to conduct review meetings with employees and other managers so that I can understand how to improve the operation of in-house call centre system. #UC202

3) Employees’/Potential Employees’ Perspective:

* As an employee, I want the regularly updated guideline and scripts from the system so that I can promote our packages to customers and serve customers effectively. #UC301
* As an employee, I want to be able to seek the customers’ information on the system effectively so that I can sell appropriate packages to the customers. #UC302

4) Inbound Customers’ Perspective:

* As an inbound customer, I want to be looked after by an efficient relationship manager so that I can make purchases and buy packages with reasonable offer. #UC401
* As an inbound customer, I want to know promotions and sales pitches from relationship managers so that I can have many selections of better deals. #UC402

5) Outbound Customers’ Perspective:

* As an outbound customer, I want to receive friendly calls from sales companies so that I can ask more information about tailored travel deals. #UC501

**Use Cases**

**UC301: Promoting travel packages to customers and to serve customers effectively**

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| **User Case ID** | **UC301:promote travel packages to customers and serve customers via effective call centre system** |
| **User Story** | As an employee, I want the regularly updated guideline and scripts from the system so that I can promote our packages to customers and serve customers effectively. |
| **Goal** | Provide the details of travel packages based on customers details from the database. |
| **Priority** | High |
| **Actors** | Primary- Employee  Secondary Actor-Customer, Call Control System, Call Centre Database |
| **Pre-conditions** | Call Centre Database generates scripts and guidelines based on customer’s details. Employee provides the travel package details to the customers. Customers are segmented by the System to route the call to the appropriate employee. |
| **Post-conditions** | Employee will be able to serve the customers effectively by providing suitable travel package information. |
| **Trigger** | Employee receives the call from the customer through call control and needs to provide the information of travel packages the customer would like to know. |
| **Main Flow** | 1. The call control system directs the customer’s call to the employee.  2. The employee clicks on customer’s profile stored in the database.  If the system could not find the customer’s details, then refer to Alternate Flow 1 “Failed Customer Verification”.  3. The system successfully verifies the customers and moves to another information page.  4. The system generates the guidelines and scripts related to travel packages.  5. The employee assists the customer with inquires and promotes appropriate travel packages.  6. The use case ends. |
| **Exceptions** | Exception1. Step 1-If the call centre management database is down and the employee cannot access scripts and guidelines matched with customer’s details.  Exception2. Step 1-6-If the employee closes the browser anytime, then the employee cannot see the information generated by the system. |
| **Includes/Extends/Inherits** | N/A |
| **Supporting Information** | Customer’s details, all promotion scripts and guidelines are stored on a central server. |
| **Non-Functional Requirements** | All packages must load and display within a few seconds of a button click at least 99.9% of the time.  Capacity: Adequate storage space must be available in the central cloud-storage server.  Security: System security must be robust. |

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| **Alternate Flow 1** | “Failed Customer Verification” |
| **Trigger** | The details provided by the customer could not be matched with the customer information in the database. |
| **Step** | 1. The System displays an error code “Customer Verification Failed. Does not match with any information”  2.The customer reconfirms all necessary details  3. Re-join Step 3 of the Main Flow. |
| **Alt Flow** | N/A |
| **Post Conditions** | The employee can finally provides the travel package information to the customers based on the scripts and guideline generated by the system. |
| **Exceptions** | Exception 1. Step 1-3: The employee closes the browser window anytime, and then the session needs to restart again. |