**Casual Use Case Specification: UC 01 - Maintain Customer Information**

**Brief Description:** This use case enables the Customer Service Manager to add new customer’s or change current customer’s information in the system as required. This keeps track of the information of each customer. It would help in producing a report about the purchase habit, profit/loss etc.

# Section 1: Business Rule(s):

BR 01: Each customer must be registered with the Store.

BR 02: Customer information must be stored in structured format.

BR 03: Customer information cannot be removed or changed without supervisor permission

# Section 2: Scenarios (HD):

**Scenario 1: AddInformation.**

# Preconditions: A new customer needs to be added in the system as he/she made a purchase in the store.

| **Step#** | **Actor ( Customer Service Manager )** | **System** | **Data Used** |
| --- | --- | --- | --- |
| 1 | Add new Customer | Display customer entry form.  Add Customer information. | Customer Name  Customer Address |
| 2 | Customer Information Entry. | Validate Certain Data entered. | Customer Contact information. |
| 3 | Enter remaining data. | System waits.  Add remaining data about the customer. |  |

**Successful Post-Conditions: New Customer added to Maintain Customer Information.**

**Scenario 2: UpdateInformation**

# Preconditions: Customer information that has been added needs to be changed

| **Step#** | **Actor (Customer Service Manager)** | **System** | **Data Used** |
| --- | --- | --- | --- |
| 1 | Request to update customer information | Display customer update form  Request customer name or Id | Customer name Customer Id generated by System. |
| 2 | Provide customer name or id | Validate data entered  Display Customer information |  |
| 3 | Apply changes | System waits |  |
| 4 | Complete the process | Validate data  Update customer information in system  Display confirmation message |  |

**Successful Post-Conditions:** Information of certain customer updated.