Hla Myint Myat / 185923216

Simple Use Case

Name: Manage Customer Complaints

Actors: Customer Service Manager

Brief Use Case Description: This use case enables the Customer Service Manager to manage customer complaints, ensuring they are recorded, addressed, and resolved in a timely manner.

Triggering Event: Customer submits a complaint via email or phone

Preconditions: The Customer Service Manager is logged into the system and has access to customer complaint data.

Postconditions: The customer complaint is resolved, and the resolution is recorded in the system.

Simple/Complex: Simple

Name:

Contact Info:

Complaint Description :

Resolution Steps:

Status :   
Date:

Responsibility: Hla Myint Myat

