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| **Use Case ID:** | D002 | | | |
| **Use Case Name:** | New Demo/Courtesy Request | | | |
| **Constituent(?):** | İdil Küçükkaya | | **Son Güncelleyen:** |  |
| **Oluşturulduğu Tarih:** | 31.05.18 | | **Son Güncellenme Tarihi:** |  |
| **Primary Actor:**  **Stake Holders and Interests:** | | Salesman, Channel Head or Head Of Sales (The User)  Channel has authority to request approval and create request.  HoS has authority to request approval and create request. | | |
| **Description:** | | In this case, demo request created by the user. | | |
| **Preconditions:** | | 1. Salesman has authority which defined at use case scenario. 2. Salesman kullanıcısı sistemde aktif olarak işaretlenmiş olmalıdır (?) 3. The user must be logged in to the system. 4. The user must be logged in Home Screen. 5. The user must be clicked Demo Menu. 6. The user must be clicked Demo/Courtesy Request at Demo Menu. | | |
| **Postcondition:** | | * Demo request is created. * Demo request is transmitted to Head Of Sales. | | |
| **Main Success Scenario:** | | 1. The user selects the request type to drop down list. (demo or courtesy) 2. The user enters the customer name to textbox. 3. The user selects the vehicle, which is not in demo stock, to drop down list. 4. The user selects the delivery date to date time picker. 5. The user selects the return date to date time picker. 6. The user selects the delivery location to drop down list. 7. The user selects the return location. (7.a) 8. The user enters motivation for the request notes to textbox. 9. The user selects the priority level to drop down list (very high, high, normal) 10. The user enters potential deal size after demo usage. 11. The user clicks submit button. 12. If duration of demo/courtesy process is less than 3 weeks, the system sends a notification to Channel Head for approval required. (13.1.b, 13.a) 13. If duration of demo/courtesy process is more than 3 weeks, the system sends a notification to Head of Sales for approval requirement. (13.1.a, 13.a, 13.b) 14. The system sends a notification to Back Office and After Sales (per hour) at the same time for process requirements. (Back Office does legal requirements and checks required area, (plaka çıkarma) and checks required area, and uploads the insurance to the system. After Sales buys standard warranties to Germany on the system and checks required areas.) 15. The user uploads demo contract, insurance, demo/courtesy delivery form to the system. (must) 16. The user takes vehicle’s 6 photos and uploads to the system. 17. The user prints out the Demo/Courtesy Vehicle Delivery Contract. 18. Demo/Courtesy request process ends. | | |
| **Extensions and Alternate Flows:** | | 4.a. 3 business day buffer included at calendar.  7.a. The system creates an activity (to user’s calendar) for 2 days before return date, sends a remainder email to the customer.  13.a. If Channel Head/Head of Sales rejects demo/courtesy allocation or process cancels.  13.b. If Channel Head/Head of Sales offers another time interval for demo/courtesy, the system sends an email (?) to customer. (13.b.1, 13.b.2)  13.b.1. If customer accepts new time interval process continues with 14. Step.  13.b.2. If customer rejects new time interval, demo/courtesy allocation process cancels. | | |
| **Bağlı olduğu UC ler** | | 13.1.a. Head of Sales Approval Use Case  13.1.b. Channel Head Approval Use Case | | |