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| **Use Case ID:** | D002 | | | |
| **Use Case Name:** | New Demo/Courtesy Request | | | |
| **Created By:** |  | | **Last Updated By:** |  |
| **Created:** |  | | **Last Update:** |  |
| **Primary Actor:**  **Stake Holders and Interests:** | | Salesman, Channel Head or Head Of Sales (The User)  HoS has authority for approval and create new request. | | |
| **Description:** | | In this use case, demo request created by User. | | |
| **Preconditions:** | | 1. User has authority which defined at use case scenario. 2. User should be active in system. 3. User must be logged in to the system. 4. User must be logged in to Home Page. 5. User must click to Demo Menu. 6. User must click Demo/Courtesy Request from Demo Menu. | | |
| **Post-conditions:** | | * Demo request is created. * Demo request is transmitted to Head Of Sales. | | |
| **Main Success Scenario:** | | 1. User selects the request type from drop down list. (demo or courtesy) 2. User enters customer name to textbox. 3. User selects the vehicle which is not in demo stock (selected from stock list?) from drop down list. 4. User selects delivery date from date time picker. 5. User selects return date from date time picker. 6. User selects delivery location from drop down list. 7. User selects return location. (7.a) 8. User enters motivation for the request to textbox. 9. User selects priority level from drop down list (very high, high, normal) 10. User enters potential deal size after demo usage. 11. User clicks submit button. 12. If duration of demo/courtesy process is less than 3 weeks, system sends a notification to Channel Head for approval. (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. (13.1.a, 13.a, 13.b) 14. If demo request approved, vehicle will be added to demo/courtesy stock. 15. If demo/Courtesy request not approved, 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. | | |
| **Related Use cases:** | | 13.1.a. Head of Sales Approval Use Case  13.1.b. Channel Head Approval Use Case | | |
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