Use Case ID	US001
User Story	As a customer, I want to communicate with an employee that understands the product I am searching for so that I can make better purchases.
Goal	Get matched with a suitable employee via the Call Management System
Priority	H
Actors	Primary Actor – Customer Secondary Actor – Call Management (CM) System, Relationship Manager (RM), Interactive Voice Response
Pre-conditions	The customer has access to the number of the in-house call management centre (CMC) The customer has a valid phone plan.
Post-conditions	The customer has successfully connected to a RM that understands the desired product and has contextual knowledge about the product.
Trigger	The customer dials a number reaching the CMC via their mobile phone
Main Flow	1. The (CM) system receives an inbound call from a potential customer 2. The customer waits on the line for the (CM) system to respond 3. The CM system searches the database for appropriate RMs that are available, by adjusting the system according to RM's subsequent performance in selling packages and serving customers. 4. The customer is placed on hold If the customer is suffering a long wait time (over 20 seconds), then refer to **Alternate Flow 1 "Delayed Call."** 5. The CM system allocates an RM with a customer through their routing and distribution routine based on efficient skill level, previous performance and similarities with the customer and directs the call to that RM 6. The customer connects successfully to the suitable RM 7. The RM serves the customer effectively 8. The Customer receives travel package details 9. The IS calculates a skill score based on RM's call duration, performance and profile. 10. The customer provides feedback 11. The Use Case Ends.
Exceptions	Exception1. Step 1 – If the CM system in not available and the system is down. Exception2. Steps 1-10 – Customer leaves the call anytime, and then the IS stores the call information int the database.
Includes/Extends/Inherits	N/A
Supporting Information	N/A

Non-functional Requirements	Performance: the CM system runs smoothly Security: the CM system upholds privacy laws about the customers and employee's private information.

Alternate Flow 1	"Delayed call"
Trigger	The CM system is delayed in matching the customer with an RM
Step	1. The CM system directs the customer to an Interactive Voice Response 2. The Interactive Voice Response prompts some options, and asks for call reasons. 3. The call is then redirected to an Automatic Call Distributor, routing the call to the first available appropriate RM. 4. Re-join at Step 5 in the Main Flow. .
Post-conditions	The IS eventually routes the call to an available RM.
Exceptions	Exception1. the customer hangs up if they suffer from a long wait time.