**Use Case Name: Create Customer Profile**

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| **Use Case ID** | UC003 |
| **User Story** | As a customer, I want to create a personal profile so that I can receive personalised service in the future. |
| **Goal** | Create a personal profile in the call management system. |
| **Priority** | L |
| **Actors** | Primary Actor: Customer, Relationship Manager (RM)  Secondary Actor: Call Management System, Profiler Tool |
| **Pre-conditions** | The customer does not have a personal profile. |
| **Post-conditions** | The customer has a personal profile. |
| **Trigger** | The customer is commenting on their experience with an employee. |
| **Main Flow** | 1. The RM asks the customer if they would like to create a profile to obtain personalised service in the future. If the customer declines, then refer to **Alternate Flow 1: Do Not Create Profile**. 2. The RM opens the Profiler Tool and selects the option to create a new customer profile. 3. The RM asks the customer for required information and enters their response into the appropriate field. 4. The RM repeats step 3 until all required information is completed. 5. The RM confirms the profile details are correct and creates a new customer profile. 6. The RM thanks the customer for their time and ends the call. 7. The use case ends. |
| **Exceptions** | Exception 1: Call management system is unavailable. Exception 2: Profiler tool is unavailable. Exception 3: Customer leaves the call. |
| **Includes**  **Extends**  **Inherits** |  |
| **Supporting Information** | Profile information must be stored on a central server. |
| **Non-Functional Requirements** | Performance: Form to enter customer details into must load within 5 seconds. Security: Customer data must be stored on a secure database. |

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| **Alternate Flow 1** | Do Not Create Profile |
| **Trigger** | The customer declines to create a profile. |
| **Steps** | 1. Re-join at Step 7 in the Main Flow. |
| **Post-conditions** |  |
| **Exceptions** |  |