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| Use Case ID | UC:1 |
| User Story | As a customer, I want to be able to speak with a relationship manager as soon as possible. |
| Goal | Reduce the wait times when customer contacts the relationship manager. |
| Priority | High |
| Actors | Primary- Customers  Secondary- Relationship managers |
| Pre-Conditions | Customers would have had to wait until the next relationship manager is available. Even the customers who have purchased a product and are calling for an enquiry are placed in line with customers who are learning about different packages. |
| Post-Conditions | Customers are assignment to relationship managers according to a priority list. This speeds up the wait time and hence improving customer service. |
| Trigger | The travel company launches this automatic branch exchange system. A skill score is introduced to measure the likelihood of purchase by a given customer. |
| Main Flow | 1. The customer calls the travel company for the first time. 2. After the call, the automatic system calculated a skill score based on the RM’s previous call duration and profile. 3. A score from 1-10 is calculated determining the likelihood to purchase a product is given to a customer according to a preloaded criterion. 4. Customers who repeat calls are given a high score. 5. Customers with higher score are marked as higher priority and served first. |
| Exceptions | 1. If the customer who had a higher score fails to make a purchase or is taking significantly longer in the call, their score will be deducted. 2. If a particular RM is receiving only customers with a much lower score it indicates that RM’s skills are below expectations. |
| Includes/Extends/Inherits | Includes:   * The customers answer a preloaded questionnaire.   Includes:  - Enter Registration Details includes Entering Payment Details  - Review Security Check includes Send Verification Documents  Extends:  - Perform Security Check extends to Review Security Check  - Upload Identification Documents extends to Send Verification Documents  Inherits:  - Enter Payment Details inherits Enter Credit Card |
| Supporting Information | Customer service management centre has its own private automatic branch exchange to route the calls. |
| Non-functional Requirements | Call routing should not take more than 1 minute to connect. |