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| Use Case ID | UC:2 |
| User Story | As a customer, I want the relationship manager to have a record of my previous conversation with the company, so I do not have to repeat my needs or concerns. |
| Goal | To increase quality of customer service and make efficient calls. |
| Priority | High |
| Actors | Primary- Customers  Secondary- Relationship managers |
| Pre-Conditions | Customers are called by the relationship managers and are asked repetitive question. They are unaware that another RM has already contacted this customer and have asked the few standard questions. |
| Post-Conditions | Customers are called by the relationship manager who continuous the call from what has happened previously. |
| Trigger | The company’s outbound calls develop a target list system that retrieves customer details from a database. |
| Main Flow | 1. The customer is called by the Relationship manager. 2. The RM is provided with guidelines and script to help in providing improved customer service. 3. The customer is asked questions that continuous from their previous conversation. |
| Exceptions | * If the customer is called for the first time, then the standard questions will be asked but that conversation will be recorded * If the customer wants to enquire about another package, then the conversation will start from the beginning. |
| Includes/Extends/Inherits | Includes:  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 | The Relationship managers will have a list such as “potential customer, product proposed etc” |
| Non-functional Requirements | The outbound call should no longer be than 5 minutes. |