|  |  |
| --- | --- |
| 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 continues 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 calls the company 2. Customers are assigned to a relationship manager. 3. The customer is put on hold while the connected RM reviews the script of their previous conversation. 4. Relationship Manager enquires about issue discussed previously. 5. Customer discusses their issues and concerns. 6. This conversation is also recorded for future use. |
| Exceptions | * If the customer calls 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. |