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| Use Case ID | UC: 3 Customer |
| User Story | As an RM, I want to be connected to customers who require my skills so I can help them to the best of my ability. |
| Goal | To connect customers with the right RM’s |
| Priority | High |
| Actors | Customers and Relationship Managers |
| Pre - conditions | Relationship Managers have filled out the questionnaire during the hiring process. |
| Post - Conditions | Non |
| Trigger | Customers express interest during their pre-recorded questions which directs them to an RM. |
| Main Flow | 1. The customer calls the call management centre and answers pre-recorded questions which are used to give them a score.  2. This score is then used to connect them with an RM. |
| Exceptions | EX1: The call is outbound. |
| Includes/ Extends/ Inherits | N/A |
| Non – Functional Requirements | N/A |