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| **Use Case Name:** | Manage Existing Customer Profile |
| Related Requirements |  |
| Goal in Context | Lookup the Customer by:  Name  Phone Number  Manage Customer information |
| Preconditions | Customer must have a valid profile in the system |
| Successful End Condition | Agent successfully manages Customer’s profile by updating any changes in the Customer’s information and saving changes to the system |
| Failed End Condition | Agent fails to manage Customer’s profile |
| Primary Actor(s) | Customer  Agent |
| Secondary Actor(s) |  |
| Trigger | Existing Customer wants to make a flight reservation. |

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| **Main Flow** | **Step** | **Action** |
|  | 1 | Existing customer enters or calls the agency |
|  | 2 | Agent requests either name or phone number |
|  | 3 | Agent enters received name or phone number into GUI |
|  | 4 | Agent “searches” the existing pool of customer profiles |
|  | 5 | After finding the customer’s profile, the agent updates customer’s info. |
|  | 6 | Agent saves changes to the customer’s profile |
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| **Extensions** | **Step** | **Branching Action** |
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