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| **Use Case Name:** | Add Credit to Customer Account |
| Related Requirements |  |
| Goal in Context | Add Credit to a newly created Customer profile |
| Preconditions | Customer was referred by an existing Customer  Customer has just created a Customer Profile |
| Successful End Condition | Credit is added to the referring Customer’s Profile |
| Failed End Condition | Credit is not added to the referring Customer’s Profile |
| Primary Actor(s) | Customer  Agent |
| Secondary Actor(s) |  |
| Trigger | A new Customer tells an Agent they were referred by an existing Customer |

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| **Main Flow** | **Step** | **Action** |
|  | 1 | Agent asks Customer if they were referred by an existing Customer |
|  | 2 | Customer responds |
|  | 3 | Credit is added to referring Customer’s existing Customer Profile |
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| **Extensions** | **Step** | **Branching Action** |
|  | 2.A.1 | Customer replies yes, stating either the name or phone number of the existing Customer who referred them |
|  | 2.A.2 | Agent looks up referring Customer to verify that they do indeed exist and have a profile in the system |
|  | 2.A.3 | If the referring Customer does exist in the system, Go to Step 3  Otherwise, if the referring Customer does not exist in the system, the Agent does not add credit to the “referred” Customer’s Profile and no further Steps are taken |
|  | 2.B.1 | Customer replies no, they have not been referred by an existing Customer |
|  | 2.B.2 | No further Steps taken |
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