Manage Existing Customer Profile (Normal)

1. Existing customer enters or calls the agency
2. Agent requests either name or phone number
3. Customer provides name or phone number
4. Agent enters received name or phone number into GUI
5. Agent searches the existing pool of customer profiles
6. After finding the customer’s profile, the agent asks what information should be changed.
7. Customer replies with new information
8. Agent updates customer’s info.
9. Agent saves changes to the customer’s profile