**Business Use Case Name:** ManageCustomerInformation

# Short Description: This use case enables manage all the customers’ history of being involved with the company including their records of expense, service, consulting, rent records, training records and any other customer behaviour related to the company.

# Actors: CustomerServiceStaff, Customers

**Trigger:** A customer triggers an event related to the company’s service.

**Results:** The customer service staff records the event in the customer file.

**Business Use Case Name:** ScheduleCustomerTraining

# Short Description: This use case enables schedule the training courses for customers who want to be trained to know how to use the various tools properly and safely, gain the knowledge and effectively complete the project by themselves.

# Actors: CustomerServiceStaff, Customers

**Trigger:** A customer would like to reserve training course

**Results:** Course schedule and schedule confirmation

**Business Use Case Name:** CheckWebsiteAvailability

# Short Description: This use case enables to make sure the website working well

# Actors: WebsiteTester

**Trigger:** That website has some problems cause errors, breaks, or out of work

**Results:** The website problem gets fixed and website gets work.

Contact Info

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