**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.

Contact Info

Group 6

Dongwon Lee dlee122@myseneca.ca

Patrick McGuigan [pmcguigan@myseneca.ca](mailto:pmcguigan@myseneca.ca)

Wenxuan Liu wliu122@myseneca.ca