# Cockburn’s Use Case

The table below depicts the goal, preconditions, primary actors, supporting actors in the system, and system design in the Cockburn's use case.

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| USE CASE # | OHT Customer Support Division | |
| Goal in Context | OHT group extend their support to customer for Medical Imaging and TrackR products | |
| Scope & Level | The customers are assisted with the technicians, experts/ sales team with respect to their service | |
| Preconditions | The greeter will identify the customer need and transfer the call to the concerned department | |
| Success End Condition | The customer issue is resolved by the OHT Med Tech/ TrackR customer support team. | |
| Failed End Condition | The customer issue is not resolved by the OHT Med Tech/ TrackR team, and the call is aborted/ rejected. | |
| Primary,  Secondary Actors | Secondary Actors: OHT Med Tech Customer, TrackR Customer  Primary Actors: OHT Med Tech, TrackR | |
| Trigger | Customer Support Service provided for a service request | |
| DESCRIPTION | Step | Action |
|  | 1. | The OHT Med Tech/ TrackR receives the call |
|  | 2. | The customer issue is addressed by the OHT Med Tech/ TrackR |
|  | 3. | The customer issue is resolved/ call aborted/ rejected. |
| EXTENSIONS | Step | Branching Action |
|  | 1 | <<Extend>>: CRM updated with customer details |
|  | 2 | <<include>>: OHT Med/ TrackR processes the service requests. |
|  | 3 | <<include>>: OHT Med/ TrackR processes refund/ return requests |
|  | 4 | <<include>>: OHT Med/ TrackR processes escalation requests |
|  | 5 | <<include>>: OHT Med Sales/ TrackR sales processes sales requests |