# Manage Customer Account Use Case

This use case is used by the Office Clerk to update the customer information. Another variation to this use case is when the Customer updates or registers as a new customer online.

## Actors/Roles

Office Clerk (Primary), Customer, System

## Pre-Conditions

None

## Basic Flow

|  |  |
| --- | --- |
| **{Start Managing Customer Information}** | 1. The use case begins when the Office Clerk needs to update a Customer’s information. |
| **{Not Logged In}** | 1. The OfficeClerk searches for the customer in the system |
| **{Customer Not Found}** | 1. The system displays the Customer’s information. |
| **{Delete Customer}** | 1. The Office Clerk updates the Customer’s information as required. |
|  | 1. The system saves the updated information. |
|  | 1. The use case ends. |

## Alternate Flows

### Alternate Workflow –Customer Management -Web

At **{Start Managing Customer Information}**, if the Customer is contacting HVK through the internet (online):

|  |  |
| --- | --- |
| **{New Customer}** | 1. The Customer logs into the HVK Web application |
|  | 1. The System displays the customer information. |
|  | 1. The Customer updates the information as required. |
|  | 1. The system saves the updated Customer information. |
| **{Update Pet Information}** | 1. The use case ends. |

### Alternate Workflow – New Customer - Office

At **{Customer Not Found}** if the Office Clerk wants to add a new Customer

|  |  |
| --- | --- |
|  | 1. The Office Clerk chooses to add the customer |
|  | 1. The system displays blank Customer information |
|  | 1. The Office Clerk enters the Customer information |
|  | 1. The system saves the new Customer data. |
| **{Add Pets}** | 1. The use case ends. |

### Alternate Workflow – New Customer – Web

At **{New Customer}** if the Customer is not currently registered with HVK

|  |  |
| --- | --- |
|  | 1. The Customer chooses to create a new account |
|  | 1. The System displays blank customer information |
|  | 1. The Customer enters his or her information |
|  | 1. The Customer chooses a password (and confirms it) |
|  | 1. The system saves the new Customer data |
| **{Add Pets}** | 1. The use case ends. |

### Alternate Flow – Remove Customer - Office

At **{Delete Customer}** if the Office Clerk wants to remove the customer

|  |  |
| --- | --- |
|  | 1. The Office Clerk chooses to remove the client |
|  | 1. The system confirms that the client is to be removed. |
| **{Does Not Confirm}** | 1. The Office Clerk confirms the removal |
|  | 1. The system removes the Customer from the system |
|  | 1. The use case ends. |

### Alternate Flow – Do Not Remove Customer - Office

At **{Does Not Confirm}** if the Office Clerk decides not to remove the Customer

|  |  |
| --- | --- |
|  | 1. The use case ends. |

## Subflows

### Subflow – Log In

At **{Not Logged In}**, if the Office Clerk is not logged in to the system, then

1. The Office Clerk logs in to the system.
2. The system authenticates the Office Clerk and logs the Office Clerk in
3. The use case resumes at the step following **{Not Logged In}**.

### Subflow – Add Pets

At **{Add Pets}**, if the customer pet information does not exist or is different, then

1. The Office Clerk executes the Manage Pet Information use case.
2. The use case continues after **{Add Pets}**.

## Post Conditions

None

## Special Requirements

None