

Use Case: Insurance App

Summary: This is a use case for filing an insurance claim.

Preconditions:

1. Claim form is already generated
2. User has preexisting account and policy with company

Case Starts With: User presses the "Make Claim" button

Main Success:

1. The program displays the "Claim Type" option.
2. The program displays the "Date Occurred" option
3. The program displays the "Is the car totaled?" option
4. The program displays the "Cost Estimate" option.
5. The program displays the "Number of parties involved" option.
6. The program displays the "Insurance information for additional parties" option.
7. The user inputs all the information and hits the File Claim submit button.

Alternative Success:

Not each input is required for the program to work. The "Claim Type" and "Date Occurred" option are the most important, and so would be required inputs. No matter what, if the user submits a claim, a followup call will be made to ascertain information, so only the Claim Type and Date Occurred information will be required.

Postconditions:

1. A claim is filed in the company system.
2. The app shows the user their inputted claim information
3. A claim agent contacts the user for further information.

Rules:

1. Claim Type field must not be empty
2. Date Occurred field must not be empty