Use Case – Document

Module Name: Agent Profile

Use Case Name: View Customer and Policy Details

**ID: 208**

**Name: Agent Profile**

**Title:**

**Description:**

Agent should be able to see list policies which he has sold to customer with customer and policy details.

**Use Case Diagram:**

C:\Users\Administrator\Downloads\i.png

**Pre-Conditions:**

1. Customer and policy details should be available.
2. Agent should have access to policy details.

**Post-Conditions:**

If the use case is successful

1. Agent can view details of the customer and policy.

**Primary Flow:**

* 1. After claiming policy request on behalf of customer to system.
  2. Agent will be able to see policy details.

**Alternate Flow:**

1. If no customer available agent won’t be able to view the details.

**Exception Flow:**

1.If customer has applied for the policy directly and not through agent.

**Data:**

|  |  |  |
| --- | --- | --- |
| Sr. No. | Data | Datatype |
| 1 | CUST\_NAME | VARCHAR2(20) |
| 2 | CUST\_ID | NUMBER(7) |
| 3 | POLICY\_NUMBER | NUMBER(7) |
| 4 | POLICY NAME | VARCHAR(20) |
| 5 | POLICY\_TYPE | VARCHAR(20) |

**Screen Shots:**