UC1:

1. Iteration:
   1. 1.0, Patrick Mahon, February 2
2. Primary Actor:
   1. User
3. Secondary Actor:
   1. Agent
4. Goal in context:
   1. To allow a user to place an order
5. Preconditions:
   1. User needs to access the system via the Welcome Proxy
   2. User needs to be authenticated via
      1. Username and password, or
      2. PIN, or
      3. Agent over phone
6. Trigger:
   1. User decides to place a new order
7. Scenario:
8. User sends a placeOrder request to the system’s Welcome Proxy
   1. User accesses Welcome Proxy or phones agent
   2. User logs in via Welcome Proxy using username and password or PIN, or, via Agent over phone
   3. Order is processed by system

UC2:

UC3: