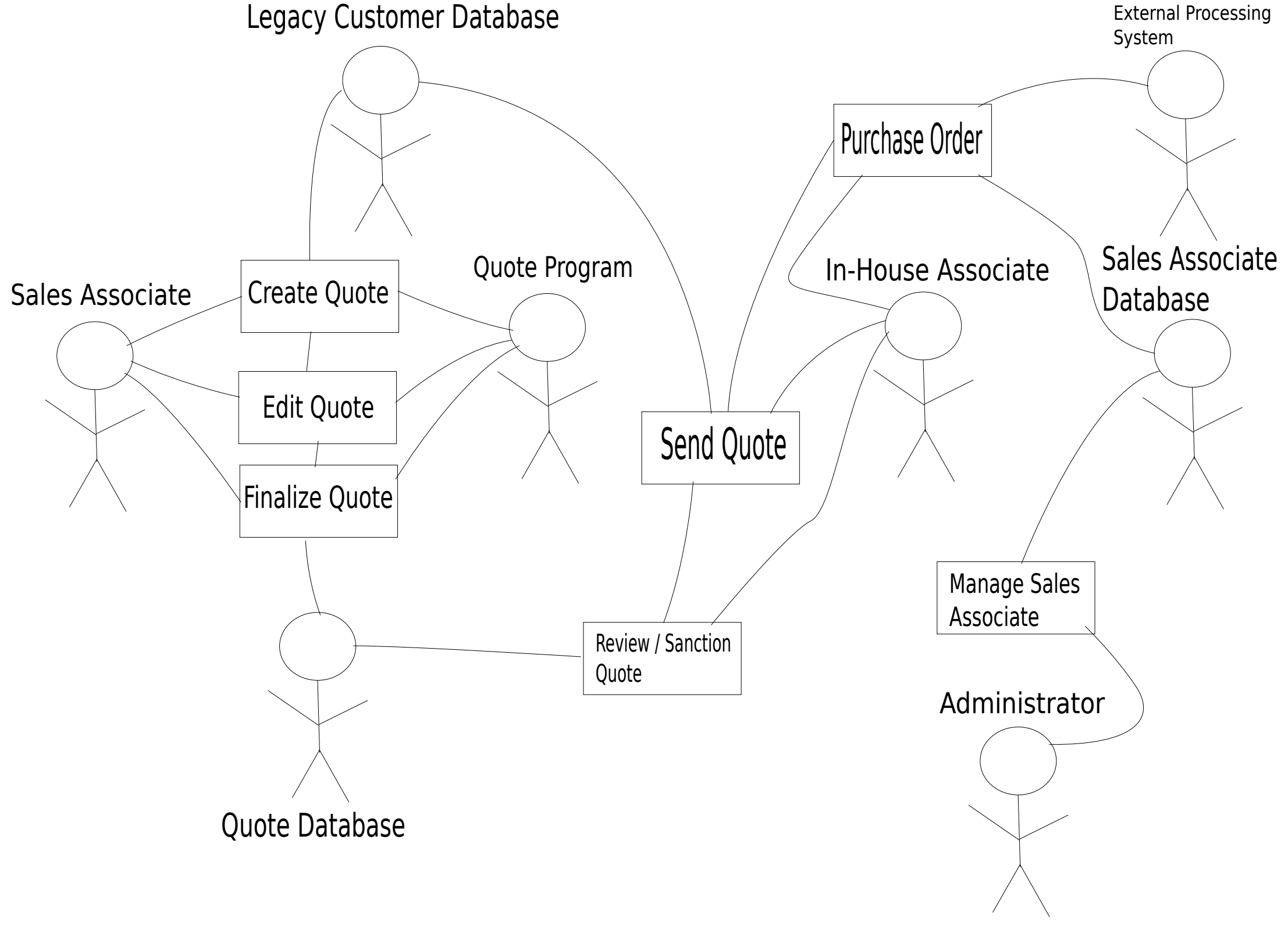


Legacy Customer Database



Group 6B

Actors:

Actors	Description	Use Case(s)
Sales Associate	Associate who interacts with customer and generates initial quote	Create Quote, Edit Quote, Finalize Quote
In-House Associate	Associate who operates in HQ. Sanctions and processes finalized quotes.	Review / Sanction Quote, Send Quote, Purchase Order
Administrator	Employee who manages information in sales associate database and can view quotes	Manage Sales Associates, View Quotes
Quote Program	Program used by associates to generate and finalize quotes	Create Quote, Edit Quote, Finalize Quote
Quote Database	Database where quotes are stored.	Finalize Quote, Review / Sanction Quote, Send Quote, Purchase Order
Legacy Customer Database	Holds customer information	Create Quote, Send Quote
Sales Associate Database	Holds information about sales associates including user-id and commission	Manage Sales Associate, Purchase Order
External Processing System	Processes purchase orders	Purchase Order

Use Cases:

Create Quote

Actors	Sales Associate, Quote Program, Legacy Customer Database
Description	Sales associate creates a quote based on customer input that is put into the quote database. Receive customer information from customer database.
Data	Line Items, description, price, secret notes, quote status, date, sales associate, customer
Stimulus	Customer requests quote
Response	Associate opens quote
Comments	Each quote has a unique ID

Edit Quote

Actors	Sales Associate, Quote Program
Description	Sales associate can edit the quote before it is finalized
Data	Line Items, description, price, secret notes, quote status, date, sales associate, customer
Stimulus	Associate has new information to add to quote
Response	Quote is updated
Comments	Each quote has a unique ID

Finalize Quote

Actors	Sales Associate, Quote Program, Quote DB
Description	Sales associate submits final quote to database
Data	Line Items, description, price, secret notes, quote status, date, sales associate, customer
Stimulus	Associate has finished the quote
Response	Quote is finalized in database
Comments	Each quote has a unique ID

Review / Sanction Quote

Actors	In-House Associate, Quote DB
Description	In-House Associates review quotes and can edit, add or remove any line items and secret notes. Price can be altered with discounts. Sanction quote if finished.
Data	Line Items, description, price, secret notes, quote status, date, discounts, sales associate, customer
Stimulus	Finalized Quote enters database
Response	Quote is updated and Sanctioned if finished

Send Quote

Actors	In-House Associate, Quote DB, Customer DB
Description	Associate sends sanctioned quote to customer for approval
Data	Line Items, description, price, secret notes, quote status, date, sales associate, customer email
Stimulus	Quote has been sanctioned
Response	Email is sent to customer

Purchase Order

Actors	In-House Associate, Quote DB, External Processing System, Sales Associate DB
Description	Associate does final adjustments to quote then sends the quote to the external processing system
Data	Line Items, description, price, secret notes, quote status, date, sales associate, customer, discounts
Stimulus	Customer go-ahead received
Response	Order processed and commission calculated

Manage Sales Associates

Actors	Administrator, Sales Associate Database
Description	Administrators can add or edit sales associate information.
Data	Associate name, user id, password, accumulated commission, address
Stimulus	Administrator accesses database
Response	Database is updated
Comments	Each associate has a unique ID

View Quotes

Actors	Administrator, Quote DB
Description	Administrators can view quotes and filter by status, date, sales associate, or customer
Data	Line Items, description, price, secret notes, quote status, date, sales associate, customer
Stimulus	Administrator accesses database
Response	Admin Views Quotes