California State University Fullerton
CPSC 462

Object Oriented Software Design
Use Case Model – Annex 2
for the

High Velocity Sales Technology System

Manage Customer Information
Fully Dressed Use Case

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Revision History:

Version	Date	Summary of Changes	Author
1.0	September 28, 2020	• Initial Release	Ryan McDonald Alexander Frederick Benjamin Baesu
1.1	November 9, 2020	• Adjusted terminology on scenarios • Added SSD and scenario section	Alexander Frederick
1.2	December 7, 2020	• No changes made	Alexander Frederick

Table of Contents

1 Use Case Description

1.1 Use Case Title

Manage Customer Information

1.2 Scope

High Velocity Sales Technology system

1.3 Category

Highest Business Value

1.3.1 Risks addressed

5. Loss of Customer Data

1.4 Level

User Goal

1.5 Primary Actor(s)

- Sales Representative
- Manager
- System Administrator

1.6 Stakeholders and Interests:

1.6.1 Sales Representative

The sales representatives want a streamlined process to find customer information and be able to make sales efficiently and quickly. The representatives want to be able to add new customers to the system in order to keep track of their information and better fill future orders.

1.6.2 Manager

The managers want to be able to quickly access and edit customer information. They want to be able to see what customers have previously purchased in order to better service them in the future. The managers also want to be able to remove customers that either do not do business with the organization anymore or have requested their information to be removed.

1.6.3 Systems Administrator

The system administrator wants to be able to control the access level to the customer group. They should be able to automatically set access level for customer class accounts, and then be allowed to edit their access level should a request come up for changes to their accounts.

1.7 Preconditions (Entrance Criteria)

- The System is in an initialized state.

1.8 Success Guarantee (Exit State)

User information is added, edited, or removed from the system. The customer profile must be fully completed with no missing information.

1.9 Main Success Scenario:

1. The system authenticates the employee
2. The Actor requests to add a customer
3. The system responds with the list of information required to add a customer
4. The Actor inputs a customer's information and returns it to the system
5. The system validates that information is present in all sections and responds with a successfully added message

1.10 Extensions (Alternate paths)

Step 2. Actor requests to edit/remove customer

1. The system responds with the customers current information

2a. The manager elects to remove the customer

2b. The manager edits the customer information and returns the new data to the system

3a. The system removes the customer information

3b. The system validates the new data and responds with a success prompt

Step 4. Customer information is incomplete or duplicate

1. The system responds with what information is missing or duplicated
2. The employee completes the missing information and returns it to the system
3. System responds with a success prompt

Step 6. Systems administrator requests to adjust a customer's user group

1. The system responds with a valid list of user groups that can be selected
2. Systems administrator sends request with new user group to the system
3. System responds with a success prompt

1.11 Special Requirements:

- User must stay connected to the system throughout the process
- System must check for duplicate entries within the customer table
- In the event of a loss of customer data employee should fill out a paper copy of the form to be added at a later time
- All customer information must be complete in its entirety

1.12 Technology and Data Variations List:

2. Only 1 employee may be editing a customer's information at a time, when request for edit is made the profile should be locked until complete or cancelled

1.13 Frequency of Occurrence:

- Adding up to 500 customers per minute
- Editing up to 500 customers per minute

1.14 Miscellaneous:

- Should customers be allowed to edit their own information?

2 Add Customer

2.1 Scenario Description

The sales rep requests to create a session with their username, password, and access level. The system then responds by creating an active session for their credentials. The session will then acquire all the relevant commands for that access level. The sales rep will then request to add a customer with the customers name, address, phone number, zip code, and access level. The system will respond with a string indicating that the customer has been successfully added. The sales rep will then request to shut down the session. The system will respond by shutting down the session.

2.2 System Sequence Diagram