# UC 3.7.4 Electricity Billing System Complaint Handling

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| **Topic** | **Details** |
| **User Roles** | * Customer   User roles to be fully defined in the User Role Security Matrix |
| **Short Description** | This use case captures the workflows for scenarios in which the user tries to set reserves above their reserve authority limit.  This use case describes the normal, alternate and exception flows for the following process steps:   * **NF-1:** Registering complaint about billed amount. * **NF-2:** System admin reviews the complaint. |
| **Trigger** | Customer clicks the Complain button. |
| **Preconditions** | 1. The customer logs in using customer id. 2. The customer wants to complain about the amount in the latest bill, after inspecting it. 3. We will use the example below for the workflow:  |  |  |  |  | | --- | --- | --- | --- | | **User Name** | **Role** | **Manager** | **Reserve Authority Limit** | | Customer | Customer | N/A | N/A | |
| **Please Note:** *Mock-ups/screen shots should be reviewed for Use Case specific content only and are a representation not the final product. Common items (e.g. menus, navigation tree details, and breadcrumb navigations) will be defined separately once the screens have been fully defined. User Roles will be defined separately in the User Role Security Matrix. Refer to the MVP documentation for specific MVP’s associated with this use case.* | |
| **NF-1: Registering complaint about billed amount** | **NF-1: Registering complaint about billed amount**  **Step 1:** The customer logins in using his customer id. |
| **NF-1: Registering complaint about billed amount** | **Step 2**: The customer is shown the appropriate information about his latest bill. |
| **NF-1: Registering complaint about billed amount** | **Step 3:** The customer decides to complain about the amount in the bill and clicks the complain button. |
| **NF-1: Registering complaint about billed amount** | **Step 4:** The customer is taken to a page where he is allowed to add a description about his complained. |
| **NF-1: Registering complaint about billed amount** | **Step 5:** The customer clicks the submit button, after which a complaint is given a unique id and is sent to the system admin for approval. |
| **NF-1: Registering complaint about billed amount** | **Step 6:** The customer is shown the latest bill on next login with the changes, if approved by the system admin or shown the same bill.  End of Normal Flow-1 |
| **NF-2: System admin reviews the complaint** | **Step 1:** The system admin logs in using his username and password. |
| **NF-2: System admin reviews the complaint** | **Step 2**: The unaddressed complaints are shown to the admin under the complaints tab. |
| **NF-2: System admin reviews the complaint** | **Step 3**: The system admin clicks on the complaint id he/she wants to address and is taken to a form where he/she can make the required changes based on the customer’s complaint description. |
| **NF-2: System admin reviews the complaint** | **Step 4**: The system admin can either click the approve button to approve the changes or reject button if no changes are necessary.  End of Normal Flow-2 |
| **Post Conditions** | 1. The customer’s complaint is registered. 2. The system admin approves or rejects the complaint. |
| **Tasks to be Created** | 1. A button to register a complaint followed by a space to add a description. 2. Tab for the system admin to view the pending complaints. 3. A form to make changes. 4. Buttons to approve or reject the changes. |
| **Includes Pages** |  |
| **Frequency of Use** | Medium |
| **Assumptions** | N/A |
| **Notes & Issues:** |  |

| **Revision History** | | | |
| --- | --- | --- | --- |
| Version Number | Revision Date | Change Description | Change Author |
| 1 | 8/26/2020 | Updated Base use case | Roland Pereira |
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