# Display / Resolve Complaints.

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| **Topic** | **Details** |
| **Actors** | * **System Administrator** |
| **Short Description** | This use case captures the workflow for Displaying and Resolving customer complaints.  This use case describes the normal flow for the following process step:   * NF-1: Displaying complaints   Also this use case describes the normal and the alternate flows for :   * NF-2: Resolving complaints * AF-1: Resolving complaints |
| **Trigger** | User needs to click on the complaints Tab from the Admin’s menu screen. |
| **Preconditions** | 1. System Adminstrator needs to be logged in. 2. To Resolve complaints there should be complaints registered. |
| **Please Note:** *Mock-ups/screen shots should be reviewed for Use Case specific content only. Common items (e.g. menus, navigation tree details, and breadcrumb navigations) will be defined separately once the screens have been fully defined.* | |
| **NF-1: Displaying complaints** | **NF-1: Displaying complaints**  **Step 1:** The Admin should login using correct credentials. |
| **NF-1: Displaying complaints** | **Step 2:** User gets navigated to Admin Login page where he is displayed with the Tabs namely Load File, Complaints and Customer Info. |
| **NF-1: Displaying complaints** | **Step 3:** Click on Complaints Tab. |
| **NF-1: Displaying complaints** | **Step 4:** End Normal Flow-1 |
| **NF-2: Resolving complaints** | **NF-1: Resolving complaints**  **Step 1:** The Admin should login using correct credentials. |
| **NF-2: Resolving complaints** | **Step 2:** User gets navigated to Admin Login page where he is displayed with the Tabs namely Load File, Complaints and Customer Info. |
| **NF-2: Resolving complaints** | **Step 3:** Click on Complaints Tab. |
| **NF-2: Resolving complaints** | **Step 4:** Click on the Complaint Number Hyperlink. |
| **NF-2: Resolving complaints** | **Step 5:** Admin gets navigated to the Complain Details View, Admin validates the complaint to be legitimate. |
| **NF-2: Resolving complaints** | **Step 6:** If Yes then Admin Enters the Correction Amount in the Correction Amount field. |
| **NF-2: Resolving complaints** | **Step 7:** Admin submits the Form,The corresponding complaint row gets deleted from the Complaints Tab and the Complaint Status in the Customer View Bill Page gets updated to RESOLVED. |
| **NF-2: Resolving complaints** | **Step 8:** End Normal Flow-2 |
| **AF-1: Resolving complaints** | **AF-1: Resolving complaints**  **Step 1:** The Admin should login using correct credentials. |
| **AF-1: Resolving complaints** | **Step 2:** User gets navigated to Admin Login page where he is displayed with the Tabs namely Load File, Complaints and Customer Info. |
| **AF-1: Resolving complaints** | **Step 3:** Click on Complaints Tab. |
| **AF-1: Resolving complaints** | **Step 4:** Click on the Complaint Number Hyperlink. |
| **AF-1: Resolving complaints** | **Step 5:** Admin gets navigated to the Complain Details View, Admin validates the complaint to be legitimate. |
| **AF-1: Resolving complaints** | **Step 6:** If No then Admin rejects the complaint. |
| **AF-1: Resolving complaints** | **Step 7:** Admin submits the Form,The corresponding complaint row gets deleted from the Complaints Tab and the Complaint Status in the Customer View Bill Page gets updated to REJECTED. |
| **AF-1: Resolving complaints** | **Step 8:** End Alternate Flow-1 |
| **Post Conditions** | Complaint RESOLVED or REJECTED. |
| **Includes Pages** | All Complaints and Complaint resolution page |
| **Frequency of Use** | Event based (Medium) |
| **Business Rules** | 1. You wont be able to generate another complaint for the same Bill again. |
| **Assumptions** |  |
| **Notes & Issues:** |  |

| **Revision History** | | | |
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| Version Number | Revision Date | Change Description | Change Author |
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