# Casual Use Case Specification: UC02 ManageFeedbackComplaints

**Brief Description:**

This use case enables the Manager Customer Service to manage the customer’s feedbacks and complaints

# Section 1: Business Rule(s):

BR 06: The Customer Service Manager must have the permission to access to the profile customer complaint

BR 07: The complaint description must not be greater than 200 characters

BR 08: The complaint must be associated with an ID client and a type of issue

BR 09: The complaint must have a priority

# Section 2: Scenarios (HD):

**Scenario 1: Add Complaint**

# Preconditions

The customer has made a complaint, the customer services manager has to be logged into the system, the main menu is displayed.

| **Step#** | **Actor (CS Manager)** | **System** | **Data Used** |
| --- | --- | --- | --- |
| 1 | Select the option add complain | Displays the client clients list. | Client List |
| 2 | Select ID Client | Displays the client profile and prompts the user to select the type of complaint to be created. | ID client |
| 3 | Select the type of the complaint | Validates the type of the complaint. Displays the text area box to enter the description of the complaint inside the client profile. | Type of Issue |
| 4 | Enter the complaint description | Validates the text area description (Max 200 Char). Prompt to save the complaint description | Complaint text description |
| 5 | Save the complaint description | Creates an ID complaint with date and priority. Display the entire text description and client profile. Asks to confirm to associate the employee profile with the complaint. | Priority |
| 6 | Confirm association ID Client with ID complaint | Adds the complaint to the history profile client and prompts to choose the priority to match with the complaint. | Priority |
| 7 | Choose the priority (low, intermediate, high) | Asks for double check and informs if the priority selected is correct | Priority level |
| 8 | Confirm priority | Displays message that the priority has been saved successfully. Displays the options to add new compliant or exit | Priority level |
| 9 | Select the log out option | Logs out the id employee from the system. Displays the welcome message and the fields to enter username and password |  |

**Successful Post-Conditions:**

The complaint is successfully added.

**Scenario 2: Change Complaint**

# Preconditions

The complaint has to be recorded already into the system and the Customer Service Manager has to be logged into the system with the ID complaint, and the main menu is displayed

| **Step#** | **Actor (CS Manager)** | **System** | **Data Used** |
| --- | --- | --- | --- |
| 1 | Select the change complaint option | Displays the list of complaint | List of complaints |
| 2 | Select the ID complaint to be changed | Displays the description complaint, the priority,the date of entry and the status of the complaint’s issue (solved, on pending, not solved). | ID Complaint |
| 3 | Change the description of the complaint | Validates the data description and prompt the user to proceed with the modification made | Complaint description |
| 4 | Proceed with the modification | Display the message that the complaint has been modified successfully. Prompt the message if another process wants to be made and give the option YES or NO | New complaint description |
| 5 | Select “NO” | Prompts the message if the user wants to log out or stay on the current page |  |
| 6 | Select log out | Logs out the id employee from the system. Display the welcome message and the fields to enter username and password |  |

**Successful Post-Conditions:**

The complaint is changed successfully