# Feature Name: Pull Central Customer Record

## Feature Process Flow / Use Case Model

## Use Case(s)

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| **Use Case ID:** | UC\_7.2.32 | | | |
| **Use Case Name:** | Pull customer record from hotel DB | | | |
| **Created By:** | Austin Delaney | | **Last Updated By:** |  |
| **Date Created:** | 2018-09-14 | | **Last Revision Date:** |  |
| **Actors:** | | Pet staff, Pet receptionist, Pet manager, Hotel DB | | |
| **Description:** | | The user retrieves the details of a pets owner from the DB of the central system | | |
| **Trigger:** | | An event occurs which requires the contact information of the owner of a pet | | |
| **Preconditions:** | | 1. Pet must be listed in the system 2. User must be logged into the system with the appropriate permissions | | |
| **Postconditions:** | |  | | |
| **Normal Flow:** | | 1. User initiates process/selects option that requires customer data 2. Request is sent to central DB for data record 3. Data record is returned | | |
| **Alternative Flows:**  **[Alternative Flow 1 – Not in Network]** | |  | | |
| **Exceptions:** | | 3a. Data record does not exist   1. Return error message | | |
| **Includes:** | |  | | |
| **Frequency of Use:** | | 15 times a day | | |
| **Special Requirements:** | |  | | |
| **Assumptions:** | |  | | |
| **Notes and Issues:** | | 1. This is a VERY general use case. I think the way we design this case can be re-applied in many different ways, even in cases like 7.1.01, where a pet is created. | | |