# Feature Name Customer Service Add Customer Order Feedback

## Feature Process Flow / Use Case Model

## Use Case(s)

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| **Use Case ID:** | 4.1.23 | | | |
| **Use Case Name:** | Add Customer Order Feedback | | | |
| **Created By:** | Eric Bostwick | | **Last Updated By:** | Eric Bostwick |
| **Date Created:** | 9/11/18 | | **Last Revision Date:** | 9/18/18 |
| **Actors:** | | Primary Actor: Customer Service Representative (CSR)  Secondary Actor: Customer | | |
| **Description:** | | CSRs need to add customer feedback to an order | | |
| **Trigger:** | | Customer Service Issue: Customer registers a complaint or praise | | |
| **Preconditions:** | | 1. CSR has system account.  2. CSR has access to customer accounts.  3. CSR is in the customer account on the system. | | |
| **Postconditions:** | | 1. Customer order feedback is added to order. | | |
| **Normal Flow:** | | 1. CSR selects customer orders menu item while in the customer account screen. 2. CSR looks up customer order information by entering an order number or picking from a sortable list, or query by date. 3. CSR gets access to customer order info on system. 4. CSR selects menu item to add customer feedback to order. 5. CSR adds customer to text field on screen. 6. CSR saves the entry. | | |
| **Alternative Flows:**  **[Alternative Flow 1 – No Customer Order]** | | 1a. In step 3 of the normal flow, if the customer doesn’t have an order   1. CSR will ask customer if they want to make an order 2. Customer accepts 3. CSR will create a customer order (refer to use case 1d)   1b. In step 3 of the normal flow, if the customer doesn’t have an order  1. CSR will ask customer if they want to make an order  2. Customer declines  3. Use case is terminated | | |
| **Exceptions:** | | 3a. In step 2 of the normal flow, if the CSR enters an order number   1. No order record is found 2. CSR enters correct order number or name. 3. Use Case resumes on step 3 of normal flow | | |
| **Includes:** | | System user login | | |
| **Frequency of Use:** | | On demand | | |
| **Special Requirements:** | |  | | |
| **Assumptions:** | |  | | |
| **Notes and Issues:** | | 1i | | |