# Feature Name Customer Service Create Customer Account

## Feature Process Flow / Use Case Model

## Use Case(s)

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| **Use Case ID:** | 4.1.21 | | | |
| **Use Case Name:** | Create Customer Account | | | |
| **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 create a customer accounts | | |
| **Trigger:** | | New Customer making an order | | |
| **Preconditions:** | | 1. CSR has system account.  2. CSR has access to create customer accounts. | | |
| **Postconditions:** | | 1. A customer account is created | | |
| **Normal Flow:** | | 1. CSR selects Add Customer from the Customer Accounts Menu. 2. CSR enters customer information: Email, First Name, Last Name, Street Address, City, State, Zip Code, Account Type (Business or Personal) 3. After all information is entered CSR chooses menu select to create the customer account. 4. New Customer account is created | | |
| **Alternative Flows:**  **[Alternative Flow 1 – No Customer Account]** | | 2a. In step 2 of the normal flow, if the email address is already in the customer table.   1. Use case is terminated | | |
| **Exceptions:** | | 3a. In step 2 of the normal flow, an invalid email address is given:   1. CSR puts in a valid email address 2. Use case resumes on line 4 of normal flow | | |
| **Includes:** | | System user login | | |
| **Frequency of Use:** | | On demand | | |
| **Special Requirements:** | |  | | |
| **Assumptions:** | |  | | |
| **Notes and Issues:** | | 1c | | |