# Feature Name Customer Service Create Customer Order

## Feature Process Flow / Use Case Model

## Use Case(s)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Use Case ID:** | 4.1.22 | | | |
| **Use Case Name:** | Create Customer Order | | | |
| **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 create a customer orders | | |
| **Trigger:** | | Customer making an order | | |
| **Preconditions:** | | 1. CSR has system account.  2. CSR has access to create customer accounts.  3. CSR has permission to create orders.  4. CSR is in the customer account screen. | | |
| **Postconditions:** | | 1. A customer order is created | | |
| **Normal Flow:** | | 1. CSR selects Create New Order from the Customer Account Menu. 2. CSR enters order item number, order quantity for each item that is to be ordered. 3. When all line items have been entered, the CSR will select the create order menu item. 4. The CSR will enter payment information. (Purchase order, credit card purchase, billing) 5. New order is created. | | |
| **Alternative Flows:**  **[Alternative Flow 1 – Invalid Item Number]**  **[Alternative Flow 2 –Item Out of Stock]**  **[Alternative Flow 2 – Invalid Credit Card]** | | 2a. In step 2 of the normal flow, if item number is invalid.   1. Enter a valid item number. 2. Use case resumes on line 2 of normal flow.   2b. In step 2 of the normal flow, if the item is out of stock  1. Item will not be allowed for the order.  2. Use case resumes on line 2 of normal flow.  4a. In step 4 of the normal flow. If Credit Card number is invalid or denied.  1. Order cannot be completed.  2. Use case goes back to step 3 of the normal flow. | | |
| **Exceptions:** | |  | | |
| **Includes:** | | System user login | | |
| **Frequency of Use:** | | On demand | | |
| **Special Requirements:** | |  | | |
| **Assumptions:** | |  | | |
| **Notes and Issues:** | | 1d | | |