# Feature Name Customer Service Deactivate Customer Account

## Feature Process Flow / Use Case Model

## Use Case(s)

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| **Use Case ID:** | 4.4.08 | | | |
| **Use Case Name:** | Deactivate 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 Need to deactivate a customer account. | | |
| **Trigger:** | | Customer is no longer allowed to order or is deceased. | | |
| **Preconditions:** | | 1. CSR has system account.  2. CSR has access to deactivate customer accounts. | | |
| **Postconditions:** | | 1. A customer account is deactivated. | | |
| **Normal Flow:** | | 1. CSR Accesses customer account. 2. CSR uses edit customer menu item. 3. CSR selects user account by CustomerID. 4. CSR edits the account active field on screen from active to inactive 5. CSR chooses menu item to save the change. | | |
| **Alternative Flows:** | |  | | |
| **Exceptions:** | |  | | |
| **Includes:** | | System user login | | |
| **Frequency of Use:** | | On demand | | |
| **Special Requirements:** | |  | | |
| **Assumptions:** | |  | | |
| **Notes and Issues:** | | 1g | | |