# Feature Name Customer Service Edit Customer Account

## Feature Process Flow / Use Case Model

## Use Case(s)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Use Case ID:** | 4.3.18 | | | |
| **Use Case Name:** | Edit 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 edit a customer accounts | | |
| **Trigger:** | | Change in customer account | | |
| **Preconditions:** | | 1. CSR has system account.  2. CSR has access to edit customer accounts. | | |
| **Postconditions:** | | 1. A customer account is edited. | | |
| **Normal Flow:** | | 1. CSR accesses customer account. 2. CSR uses edit customer menu item. 3. CSR selects user account by CustomerID. 4. CSR can edit customer information including: Email, First Name, Last Name, Street Address, City, State, Zip Code, Account Type (Business or Personal) 5. After all information is entered CSR chooses menu item to save the changes. | | |
| **Alternative Flows:**  **[Alternative Flow 1 – Email already in use]** | | 1a. In step 4 of the normal flow, if the email address belongs to another customer   1. Use case resumes on line 4 of normal flow. | | |
| **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 | | |