# Feature Name Customer Service View Customer Account

## Feature Process Flow / Use Case Model

## Use Case(s)

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| **Use Case ID:** | 4.2.30 | | | |
| **Use Case Name:** | View 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 look up customer information | | |
| **Trigger:** | | Customer Service Issue: Customer making an order or problem with an order. | | |
| **Preconditions:** | | 1. CSR has system account.  2. CSR has access to customer accounts. | | |
| **Postconditions:** | | 1. CSR gets access to customer account information. | | |
| **Normal Flow:** | | 1. CSR goes to customer accounts menu. 2. CSR selects customer account menu item. 3. CSR looks up customer information by name or account id. 4. CSR gets access to customer account on system | | |
| **Alternative Flows:**  **[Alternative Flow 1 – No Customer Account]** | | 1a. In step 3 of the normal flow, if the customer does not have an account   1. CSR will ask customer if they want to create an account 2. Customer accepts 3. CSR will create customer account (refer to use case 1c)   1b. In step 3 of the normal flow, if the customer does not have an account   1. CSR will ask customer if they want to create an account 2. Customer declines 3. Use case is terminated. | | |
| **Exceptions:** | | 3a. In step 3 of the normal flow, if the CSR enters an invalid account id or name.   1. No customer record is found 2. CSR enters correct account number or name. 3. Use Case resumes on step 4 of normal flow | | |
| **Includes:** | | System user login | | |
| **Frequency of Use:** | | On demand | | |
| **Special Requirements:** | |  | | |
| **Assumptions:** | |  | | |
| **Notes and Issues:** | | 1b | | |