# Feature Name Customer Service View Customer Order

## Feature Process Flow / Use Case Model

## Use Case(s)

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| **Use Case ID:** | 4.2.31 | | | |
| **Use Case Name:** | View Customer Orders | | | |
| **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 *orders* | | |
| **Trigger:** | | Customer Service Issue: Customer needs information on the status of an order. | | |
| **Preconditions:** | | 1. CSR has system account.  2. CSR has access to customer accounts.  3. CSR is in the customer account on the system. | | |
| **Postconditions:** | | 1. CSR gets access to customer order information. | | |
| **Normal Flow:** | | 1. CSR selects customer orders menu item while in the customer account screen. 2. CSR looks up customer order information by entering an order number or picking from a sortable list, or query by date. 3. CSR gets access to customer order info on system. | | |
| **Alternative Flows:**  **[Alternative Flow 1 – No Customer Order]** | | 1a. In step 3 of the normal flow, if the customer doesn’t have an order   1. CSR will ask customer if they want to make an order 2. Customer accepts 3. CSR will create a customer order (refer to use case 1d)   1b. In step 3 of the normal flow, if the customer doesn’t have an order  1. CSR will ask customer if they want to make an order  2. Customer declines  3. Use case is terminated | | |
| **Exceptions:** | | 3a. In step 2 of the normal flow, if the CSR enters an order number   1. No order record is found 2. CSR enters correct order number or name. 3. Use Case resumes on step 3 of normal flow | | |
| **Includes:** | | System user login | | |
| **Frequency of Use:** | | On demand | | |
| **Special Requirements:** | |  | | |
| **Assumptions:** | |  | | |
| **Notes and Issues:** | | 1f | | |