# Feature Name Customer Service Customer Order History Access

## Feature Process Flow / Use Case Model

## Use Case(s)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Use Case ID:** | 4.2.32 | | | |
| **Use Case Name:** | View Customer Order History | | | |
| **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 shipping status. | | |
| **Trigger:** | | Customer Service Issue: Customer needs information on the shipping status of an order. | | |
| **Preconditions:** | | 1. CSR has system account.  2. CSR has access to customer accounts.  3. CSR is in the customer account screen on the system. | | |
| **Postconditions:** | | 1. CSR gets access to customer order history information. | | |
| **Normal Flow:** | | 1. CSR selects customer order history menu item while in the customer account screen. 2. Screen shows the shipping status of the order as one of the fields. | | |
| **Alternative Flows:** | |  | | |
| **Exceptions:** | |  | | |
| **Includes:** | | System user login | | |
| **Frequency of Use:** | | On demand | | |
| **Special Requirements:** | |  | | |
| **Assumptions:** | |  | | |
| **Notes and Issues:** | | 1h | | |