

Text-based Use Case Description - Customer Management System

Use Case Name: Customer Management System	ID: GMU-R1.0	Priority: High
Actor: Shop Manager		
Description: This use case details how the shop manager handles customer information and repair needs.		
Trigger: The shop manager receives customer interest in getting repairs. Type: External		
Preconditions: Shop manager authentication, Customer Repair Information.		
Normal Course: <ol style="list-style-type: none"> 1. Shop manager enters customer information into System. 2. Shop manager enters the reason for repair into the System. 3. Shop manager enters the total cost of repairs into the System. 4. System verifies with Inventory Datastore regarding parts needed. 5. System updates Inventory Datastore with parts needed and not in store. 6. Inventory Datastore sends an updated list of parts needed to be ordered to the System. 7. System generates an invoice of parts needed and sends it to Accounts Department. 8. System sends notice of the completed order to the Shop manager. 		
Post Conditions: Updated Inventory Datastore, Invoice Parts Needed, Completed Order Notice.		
Exceptions:		