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# Sheepdog Defense Group

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## Sheepdog Website Use-Case 03: Customer Requests Consult

Version <1.2>

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## Revision History

<b>Date</b>	<b>Version</b>	<b>Description</b>	<b>Author</b>
14/Oct/18	1.0	Initial Draft	Hayden Southworth
4/Nov/18	1.1	Updated main success scenario and alternate flows.	Hayden Southworth
15/Apr/19	1.2	Update main success scenario.	Phong Nguyen

## UC 03: Customer Requests Consult

**Brief Description:**

This use case allow the customer to request a consultation, where Sheepdog Defense Group will travel to the Church  
or

School which requested it to assess potential threats and set up reaction plans as well as train a safety team.

**Primary Actor:** Customer

**Level:** User Level

**Stakeholders and Interests:**

**Preconditions:** None

**Postconditions:** The consult information is stored in the database and the admin is notified of the request.

**Trigger:** The customer indicates that they want to request a consult.

**Main Success Scenario:**

1. The customer indicates that they want to request a consultation.
2. The customer enters name, phone number, email, address, and a description of their problem.
3. The system verifies the information.
4. The system confirms with customer that the request is complete.
5. The system notifies the admin of the request.

**Extensions:**

2a. Invalid Customer Information

2a1. The system indicates that the customer information entered was invalid.

2a2. The customer enters any missing or invalid information.

2a3. The system returns to the main success scenario.

**Priority:** Low

**Secondary Actors:** None

**Special Requirements:**

**Open Issues:**