USE CASE TEMPLATE

Title
[PROJECT NAME]-[STAGE]-[SCENARIO]

Branch/Division/Department [Department name]	User Name [Name]
Created by [Use Case author full name]	User Role [Role of the user in organization]

Task Goal
A sentence describing what the user is trying to achieve with the task they are performing.
Example: Search for notes taken on a specific phone call received from the claimant one month ago.

Preconditions
Explains the state that the system must be in for the use case to be able to start
Example: System must have Case data available in the Timeline UI and use must be able to find the phone call event in the Timeline.

Success Scenario Steps
List out steps the user would take to achieve their goal. Try keeping it between 1- 6 steps
Example:
1. *User Opens the Case View and locates the Timeline*
2. *Scroll through the timeline to locate the call checking for the date*
3. *Located the phone call, and click to view details*
4. *Located the description field that had notes input*
5. *Review notes and add any new note as necessary*
6. *User successfully completed the task. Exit out of the phone call description.*

Post Conditions
Possible system events after the scenario has been completed
Example: System will log any changes to the Description field on the Phone call if new notes were added by the user.

Comments (Optional)
If the user has any comments on the use case and scenario being written
[replace this text]

Alternate Scenarios (Optional)
If there are any alternate scenarios that come up while writing, note those down.
[replace this text]