Use Case ID	Abbreviated Name	Original Phrase ID	Intent
1.1	Track Production Costs	40	Display information relating to the ongoing production costs of specific products
1.2	Plan Production Costs	41	Enable the actor to specify expected production costs over a period of time
1.3	Plan Sales Staffing Requirements	43	Enable the actor to specify required staffing levels over a period of time
1.3.1	Add Resumes to Requirements	49	Create a link between a given resume and a specified staffing requirement
1.3.2	Plan Sales Benefits and Incentives	43	Enable the actor to specify the intended sales benefits and incentives schemes over a period of time
1.4	Track Sales by Sales Representative	2	Display information relating to the sales activities of a named sales representative
2.1	Establish Sales Goals	25	Enable the actor to specify the intended financial and product-related sales goals over a period of time
2.1.1	Link Sales Goals to Sales Representative	25	Create a link between a given sales goal and a specified sales representative
2.2	Update Review Information	45	Modify the results of a review report
2.2.1	Associate Review with Employee Record	45	Create a link between a given performance review stored on the system and an employee record
2.3	Search for Employee Review	44	Report the results of a search of available reviews based on defined search criteria
2.3.1	Search for Employee Review by Name	44	Report the results of a search of available reviews based on employee name
2.3.2	Search for Employee Review by Keyword	44	Report the results of a search of available reviews based on a search keyword
2.3.3	Search for Employee Review by Employee Number	44	Report the results of a search of available reviews based on employee number
2.4	View Review Information	45	Display information relating to a specified review report
2.5	Search for Employee Record	48	Report the results of a search of available employee records based on defined search criteria
3.1	View Contact List	4	Display information relating to the list of contacts associated with a given sales representative
3.2	Search for a Contact	4	Report the results of a search of sales contacts in the contact list
3.3	Manage Contact in Contact List	21	Enable the actor to add, edit, delete or otherwise modify a contact in the contact list
3.3.1	Add Contact to Contact List	21	Enable the actor to add a contact in the contact list

3.3.2	Modify Contact in Contact List	21	Enable the actor to edit a contact in the contact list
3.3.3	Delete Contact in Contact List	21	Enable the actor to delete a contact in the contact list
3.4	View a Contact	4	Display information relating to a specified contact associated with a given sales representative
3.4.1	View Contact Summary	4	Display summary information relating to a specified contact associated with a given sales representative
3.4.2	View Contact Details	4	Display all details that exist relating to a specified contact associated with a given sales representative
4.5	Retrieve Customer Data	21	Return the selected information about one or more customers
4.5.1	Identify Popular Products	2	Display products that have been been purchased the most in a selected period
4.5.2	Identify Best Customers	3	Display information showing who the best customers have been in a selected period, that is the customers who have made the most sales by value
4.5.3	Identify Top Buyers	5	Display information showing the customers who have made the most purchases across all products and also of a single product in a selected period
4.5.4	View Price Modifications	9	View modifications on products (promotional, seasonal, increases) in orders that have been placed within a time period TBD (30 days, 60 days?)
4.6	Search for a Customer	4	Report the results of a search of the list of customers
4.6.1	View Customer Details	16	Display detailed information relating to a specified customer
4.6.2	View Customer Summary	16	Display summary information relating to a specified customer
5.1	Order Product Specs	60	Enable a customer to order product specifications without speaking to an employee
5.1.1	Order Product Specs by Mail	60	Enable a customer to order a selected catalog item's specification without speaking to an employee, and receive it by the U.S. Postal Service
5.1.2	Print Order Product Specs	60	Enable a customer to print product specifications from the Web site, without speaking to an employee
5.1.3	View Product Specs Online	60	Enable a customer to view product specifications on the Web site
5.2	Track Order	30	Display information relating to the ongoing status of an order awaiting fulfillment
5.3	Revise Order	30	Enable the actor to revise an existing order, for example to add or remove order items
5.4	Cancel Order	30	Enable the actor to cancel an existing order
5.5	Apply discount to Order	18	Enable the actor to apply a discount to a given order

5.5.1	Apply Discount to Product	18	Enable the actor to apply a discount to a given product, associated with an order
5.5.1.1	Request a Higher Level Of Discount	19	Enable a sales representative to request a higher level of discount (between 15 and 20%) to a given product, than she/he would normally apply
5.5.2	Approve a Higher Level of Discount	20	Enable a sales manager to approve a request by a sales representative for a higher-than-normal discount (up to 20%)
5.6	Logging Order	30	Enable the application to determine the status of an order (created, pending, ready to fill, filled, on hold, other status criteria TBD)
5.7	Locate Nearest Sales Office	58	Enable the actor to identify the geographically nearest sales office to a given location.
5.8	Get Help	59	Enable the actor to view information on how to use the functions of the system
5.8.1	Get Help from IM	59	Enable the actor to communicate with a support person via an Instant Messenger session, to get help on how to use the functions of the Web site
5.8.2	Get Help from a Wizard	59	If an actor is accessing help information for a specific function, enable the actor to initiate a wizard which takes the actor through the required actions to complete the function, in
5.8.3	Get Help from FAQ	59	If an actor is accessing help information for a specific function, present a list of frequently asked questions (FAQ) which may solve the actor's problem
5.9	Create Order	1	Enable the actor to create a new order
5.9.1	Employee Creates Order with Laptop	1, 12	Enable the actor to create an order using a laptop and add a number of products to it
5.9.2	Employee Creates Order with Microsoft Windows CE Device	1, 12	Enable the actor to create an order using a Microsoft Windows CE device and add a number of products to it
5.9.3	Create Order by Web	1, 12, 73	Enable the actor to create an order using the internet and add a number of products to it
5.10	Print Order	73	Enable the actor to print an order as it was submitted; also includes printing order status
6.1	View Catalog	34	Enable the actor to search for products in the product catalog
6.1.1	Add Items in Catalog	35	Enable the actor to add products to the product catalog
6.1.2	Employee View Catalog	34	Enable a sales representative to browse products in the product catalog
6.2	View Item Summary	35	Enable the actor to view a summary of the information about a given product in the product catalog
6.3	View Item Detail	35	Enable the actor to view detailed information about a given product in the product catalog
6.3.1	Edit Items in Catalog	36	Enable the actor to modify detailed information about a given product in the product catalog
6.4	Delete Item from Catalog	36	Enable the actor to delete a given product in the product catalog

6.5	Search Items in Catalog	34	Enable the actor to search the product catalog and find one or more items