## Use Case MP24 – Add Additional Subtypes to the Contact Type field in the MarkeTrak Contact List (Rolodex) table.

### Description:

### Add all D2D subtypes to the Contact Type field in the MarkeTrak Contact List (Rolodex) table to allow a broader range of contact designations for notification and escalation purposes.

### GUI:

-Currently, under Manage Data/MarkeTrak Contact List (Rolodex), the subtypes available for contact designation are:

* D2D – Inadvertent
* D2D – Other
* D2D – Safety Net
* DEV – IDR & non IDR
* DEV – LSE
* DEV – Other
* LPA – Other

The subtype ‘D2D-Other’ includes all subtypes except IAG. Need to restrict ‘D2D-Other’ to just the ‘Other’ subtype and add the following subtypes to the Contact Type field:

* D2D - Enrollment TXNs
* D2D - Usage/Billing-Dispute
* D2D – Usage/Billing-Missing
* D2D - Usage/Billing – Dispute LSE Interval Data
* D2D – Usage/Billing – Missing LSE Interval Data
* D2D - Reject TXNs
* D2D - Rep of Record
* D2D - Projects
* D2D - Siebel CHG/Info
* D2D - 997 Issues
* D2D - Cancel With Approval
* D2D - Cancel Without Approval
* D2D - Customer Rescission
* D2D - Switch Hold Removal
* D2D - Premise Type
* D2D - Service Address
* D2D - Service Order – 650
* D2D – Fee-Redirected
* D2D – Flex Catch All Subtype??
* D2D – Move Out with Meter Removal

**API:** N/A

**Bulk Insert:** N/A

**NOTE:** This requirement has a dependency on the following requirements due to either new workflows or name changes to existing workflows:

* MP1 – Fees Re-Directed
* MP3 – New Usage/Billing subtypes
* MP5 – Change name of Missing TXNs to Enrollment TXNs
* MP13 – New Dispute/Missing AMS LSE Interval workflows
* MP18 – Customer Rescission workflow
* MP19 – Switch Hold Removal workflow
* MP29 – New Flexible Catch All subtype

### Pre-Conditions:

* MarkeTrak system is available and processing issues.

### Success Guarantee:

* MarkeTrak Admin can view and has the option to select all D2D subtypes, and all existing DEV and LPA subtypes within the Contact Type field when creating or editing a rolodex contact.

### Trigger:

* MarkeTrak admin creates or edits a contact in the MarkeTrak Contact List (Rolodex). .

### Main Success Scenario – New Contact is created in Rolodex:

1. MarkeTrak Admin selects the Manage Data link located at the top right hand side of the MarkeTrak screen.
2. MarkeTrak Admin selects ‘MarkeTrak Contact List (Rolodex) from the Manage dropdown field.
3. MarkeTrak Admin clicks the ‘Create New Item’ link to the right of the Manage dropdown field.
4. MarkeTrak Admin opens the Contact Type dropdown field and has visibility and can select the following subtypes:
   * D2D – Inadvertent
   * D2D – Other
   * D2D – Safety Net
   * D2D - Enrollment TXNs
   * D2D - Usage/Billing-Dispute
   * D2D – Usage/Billing-Missing
   * D2D - Usage/Billing – Dispute LSE Interval Data
   * D2D – Usage/Billing – Missing LSE Interval Data
   * D2D - Reject TXNs
   * D2D - Rep of Record
   * D2D - Projects
   * D2D - Siebel CHG/Info
   * D2D - 997 Issues
   * D2D - Cancel With Approval
   * D2D - Cancel Without Approval
   * D2D - Customer Rescission
   * D2D - Switch Hold Removal
   * D2D - Premise Type
   * D2D - Service Address
   * D2D -Service Order – 650
   * D2D – Fee-Redirected
   * D2D – Flex Catch All Subtype??
   * D2D – Move Out with Meter Removal
   * DEV – IDR & non IDR
   * DEV – LSE
   * DEV – Other
   * LPA – Other
5. MarkeTrak Admin selects a Contact Type and makes all other required selections on the Create New Item screen.
6. Contact is successfully created.