Use Case Template: Info 1113 Assignment 3

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| **Title:** | **Looks over support tickets** |
| **Description:** | The support team will look over the support ticket sent in by a user |
| **Primary Actor:** | Programmer / Support Team |
| **Stakeholders:** | Anyone using the program or those who are developing the program will have interest in this use case |
| **Preconditions:** | The precondition is that users have been using it and have sent in a support ticket |
| **Postconditions:** | After the support tickets have been looked over they are sorted and dealt with in order of priority |
| **Minimal Guarantee:** | If the support tickets don’t work they can result in anything from a small bug that effects a small portion of the users to a large issue that makes the program unusable |
| **Success Guarantee:** | If the support tickets are resolves successfully the users will be more likely to continue using the program as well as invite others to use it |
| **Main  Success Scenario:** | The user will send in a support ticket for a bug or issue that they have found. The support ticket is sent to the support team which then looks it over. The support team will then try to fix the issue outlined in the support ticket |