**Use Cases for Service Request Management**

Version 1.0

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**1. Actors**

* **Associate :** Associates can only create requests and view the requests created only by themselves.
* **Admin :** Admins can view the requests corresponding to their departments only. Admins have the option to change the status of the requests and assign the request to the respective resource person for resolution.
* **Resource Person :** The resource persons can view the requests assigned to them by the Admin and respond to the request accordingly.

**2. Use Cases**

**2.1 Login**

* **Actors :** Admin, Associate, Resource Person
* **Description :** Login to the system using valid email and password
* **Requirements :** Users must have been registered with valid user id and password

**2.2 Create Service Request**

* **Actors :** Associate
* **Description :** Create the service request for the service required by the user by filling up and submitting the service request form.
* **Requirements :** Users must be logged in to be able to create new requests.
* **Response :** Toast notification with success message and the id of the created request

**2.3 View Requests (Associate)**

* **Actors :** Associate
* **Description :** View the list of service requests created previously by the associate.
* **Requirements :** Users must have been registered with valid user id and password. List of requests must not be empty

**2.4 Filter Requests**

* **Actors :** Associate
* **Description :** Filter the service request list according to the keyword entered
* **Requirements :** Users must have been registered with valid user id and password. The list of requests must not be empty

**2.5 Clear Filter**

* **Actors :** Associate
* **Description :** Clear the applied filter by pressing the clear filter button
* **Requirements :** Users must have been registered with valid user id and password. Filter must have been previously applied.

**2.6 Logout**

* **Actors :** Associate, Admin, Resource Person
* **Description :** Logout of the system
* **Requirements :** Users must have been already logged in.