Use-Case Specification: Give Support

Version 1.0

Revision History

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| --- | --- | --- | --- |
| **Date** | **Version** | **Description** | **Author** |
| 22.12.2015 | 1.0 | Basic Information | André Helbig |

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Use-Case Specification: Give Support

# Use-Case Name

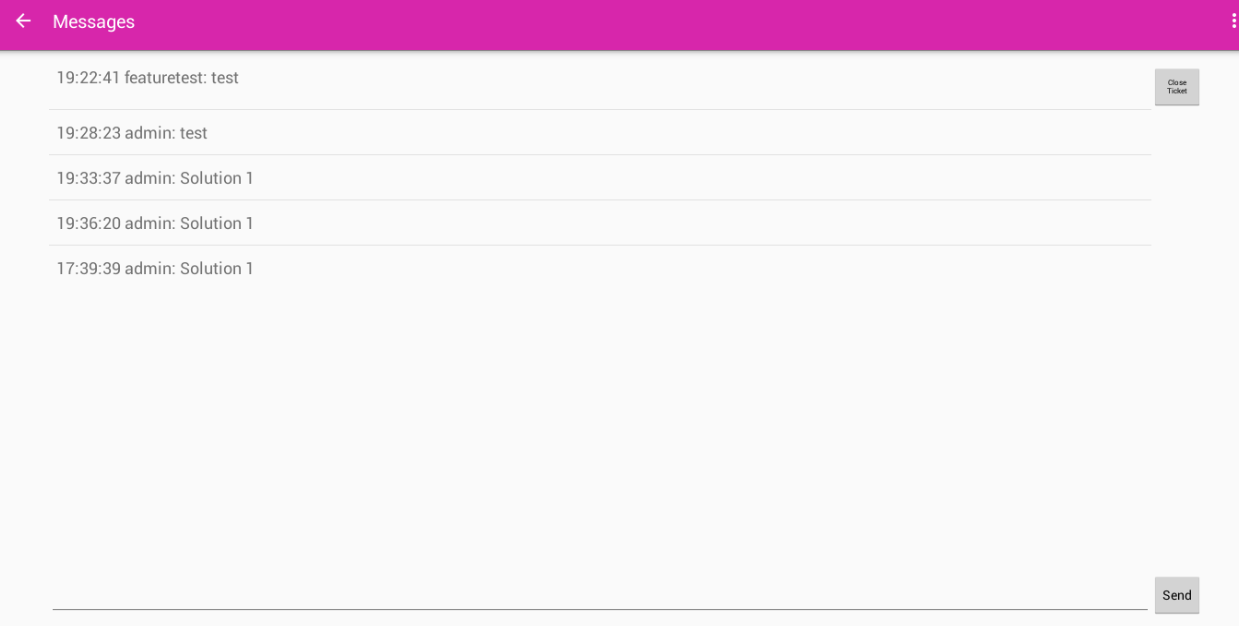
## Brief Description

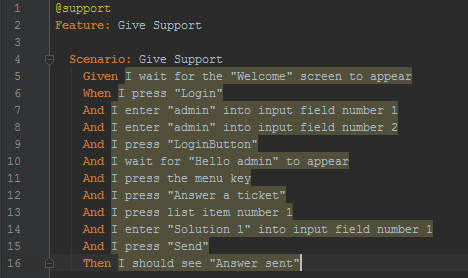
This Use-Case will allow admin and user to communicate with each other

# Flow of Events

# Basic Flow







## Alternative Flows

### Cannot get Ticket from server

If the Ticket cannot be fetched from the server the user will be notified of the problem and will have to try again later.

# Special Requirements

n/a

# Preconditions

## App started

The app must be running.

## Internet Connection

To submit feedback or a message, an internet connection is necessary.

# Postconditions

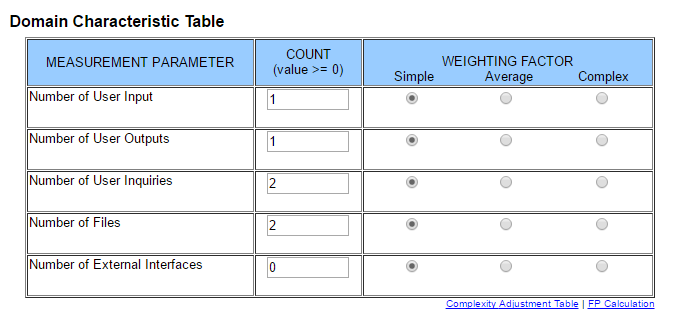
## Notification if answer is successfully sent

As soon as the answer reached the server, the message will be send to the user and admin.

# Extension Points

n/a

# Function Points



This results in a function point calculation of **17.5**.