# Use Case: Create Ticket

## Description

The customer creates a support ticket relating to the issue that they are experiencing. The support ticket has a title the reference number for their order and a description of the issue. An admin may also create a ticket themselves for a customer that they have been in contact with over the phone for example.

## Trigger

The customer clicks on the create ticket button on the customer support page on the site.

## Primary Actor

The primary actor is the customer who is experiencing an issue with the product or site.

## Secondary Actors:

* The admin who will support the customer with his/her issue and who will eventually close the ticket.

## Preconditions

The customer must be logged into the site with his/her own account. If the problem is relating to a specific order the customer must have the order reference number on hand.

## Main Success Scenario

1. Customer clicks on the create ticket button.
2. Customer is redirected to the create ticket form.
3. Customer fills in ticket title, order reference number if applicable and writes a description.
4. Customer clicks the submit button and is redirected to the ticket view.
5. An email is sent to the customer confirming the creation of the ticket containing details of the ticket and other relevant information.

## Extensions

**Exception**: Submitted data is incomplete:

1. A warning message is displayed.
2. Customer enters missing data.
3. Continue from step 4

**Exception:** Submitted incorrect order number:

1. A warning message is displayed.
2. Customer re-enters order number
3. Continue from step 4

### Success End Condition

The customer receives an email confirming the creation of the ticket with other relevant details.

The ticket is visible to the customer and admins within the customer support section.

### Security

Only the customer and the admins can see the customers ticket.