# Use Case: Delete Ticket

## Description

The customer may click on the delete ticket button on their previously created ticket which deletes the ticket from the database for example this may be used when the customer has solved their issue on their own. An admin might use this to delete a ticket that was created as a prank.

## Trigger

The customer clicks on the delete ticket button on their ticket.

## Primary Actor

The primary actor is the customer who wishes to close the ticket by him/herself as he/her figured out the issue on their own and does not want to waste the time of an admin.

## Secondary Actors:

* The admins may use this if the ticket was posted as a prank or derogatory.

## Preconditions

The customer must be logged into the site with his/her own account. The ticket must be a ticket that has been created by the user that is logged in the only exception to this is if the account is an admin account.

## Main Success Scenario

1. Customer/Admin clicks on the delete ticket button.
2. Customer/Admin the user is asked to confirm the delete.
3. Ticket is deleted from the database
4. Customer/Admin is redirected back to the customer support page .
5. Customer is emailed that the ticket has been deleted with all relevant details.

## Extensions

**Alternative**: User selects no in confirmation:

1. Confirmation appears.
2. Customer/Admin selects no.
3. Customer/Admin redirected back to customer support page

### Success End Condition

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

The ticket is no longer visible to the customer and admins within the customer support section as it has been deleted from the database.

### Security

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