# Use Case: Resolve Ticket

## Description

The admin uses resolve ticket to close a ticket when the customers problem has been solved by the admin and the admin will receive a positive mark on his profile.

## Trigger

The admin clicks on the resolve ticket button on the customers ticket.

## Primary Actor

The primary actor is the admin who has resolved the customers issue.

## Secondary Actors:

* The customer is the secondary actor as he/she will be in communication with the admin to try and resolve the issue.

## Preconditions

The admin must be logged into his/her own account. The customer should be satisfied with the resolution given by the admin before the ticket is resolved.

## Main Success Scenario

1. Admin clicks resolve ticket button.
2. Admin is met with are you sure option yes/no.
3. Admin selects yes.
4. Admin receives positive mark on his/her profile.
5. An email is sent to the customer confirming the resolution of the ticket and other relevant information.
6. Ticket is no longer visible to admins/customer in the customer support page and has been deleted from the database.

## Extensions

**Alternative**: Admin selects no in are you sure menu:

1. Admin selects no.
2. Are you sure menu disappears.
3. Page is back to state before button was clicked and nothing changes.

### Success End Condition

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

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

### Security

Only an admin has the ability to resolve the ticket.