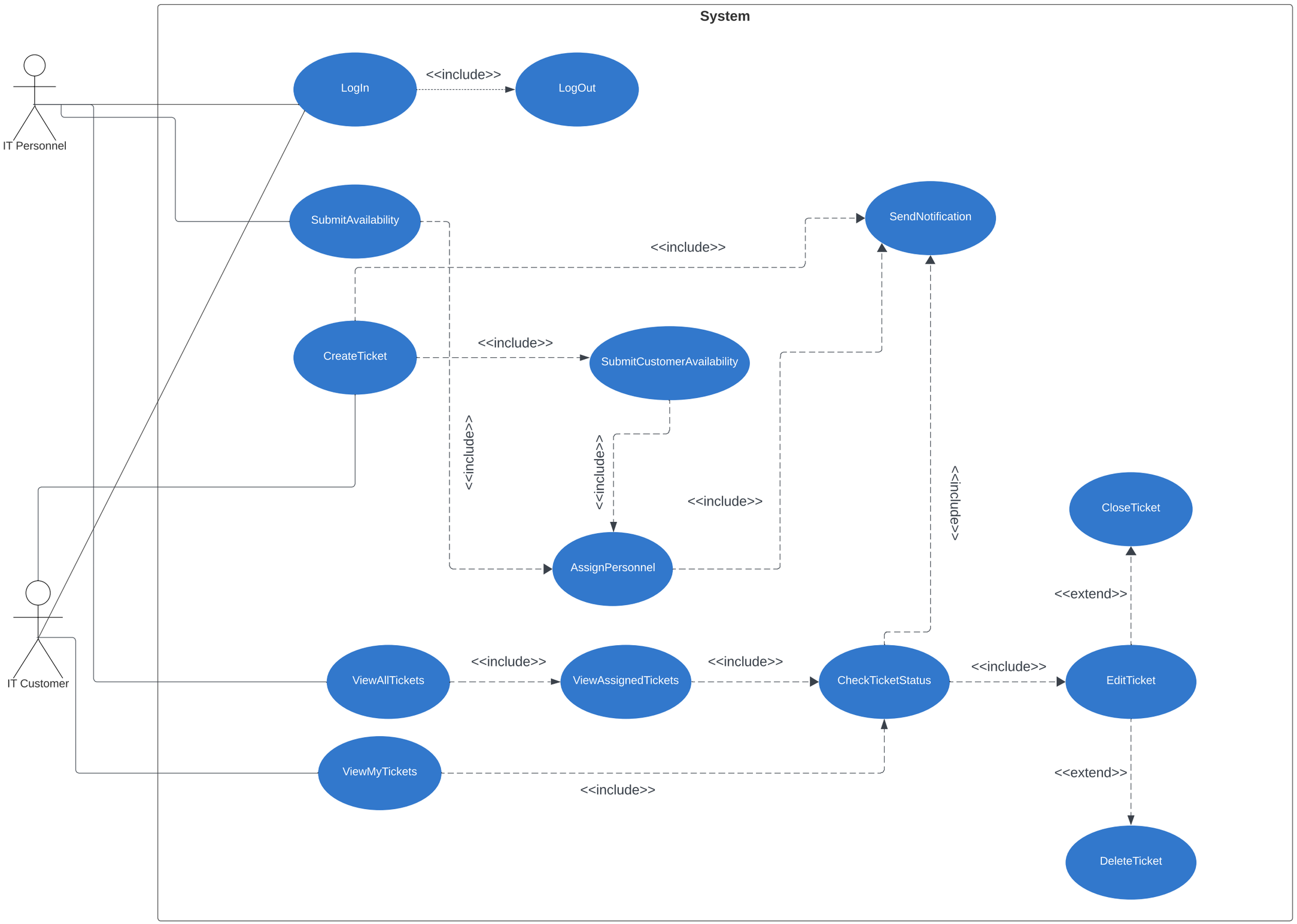
IT Help Desk


System
IT Personnel
LogIn
<<include>>
LogOut
SubmitAvailability
SendNotification
<<include>>
CreateTicket
<<include>>
SubmitCustomerAvailability
<<include>>
<<include>>
<<include>>
<<include>>
AssignPersonnel
IT Customer
ViewAllTickets
<<include>>
ViewAssignedTickets
<<include>>
CheckTicketStatus
<<include>>
EditTicket
CloseTicket
<<extend>>
ViewMyTickets
<<include>>
<<extend>>
DeleteTicket

Use Case: Login

Scope: IT help desk

Primary Actor: IT customer, IT personnel

Intention: User (either IT customer or IT personnel) wants to login or logout of the system.

Level: User Goal

Multiplicity: Multiple users can login or logout of the system at the same time.

Main Success Scenario:

1.*User* (IT customer or IT personnel) enter the website for AAIER's IT help desk

2. *User* clicks on "Login"

3. *System* displays a form for the *User* to input the following login credentials:

- Username
- Password

4.*User* provides the credentials required to login

5.*System* verifies whether the credentials given are correct

6.At a later point in time, user **Log[s] out**

Extensions:

5a. *User* enters in the wrong combination of username and password
    5a.1 *System* informs *User* about the error; use case continues at Step 4

Use Case: Logout

Scope: IT help desk

Primary Actor: IT customer, IT personnel

Intention: User (either IT customer or IT personnel) want to login or logout of the system.

Level: User Goal

Multiplicity: Multiple users can login or logout of the system at the same time.

Main Success Scenario:

1.*User* clicks on "Logout"

2. *System* will ended the *User* session and the *User* is logged out

3. *System* reverts back to the **Login** page

Use Case: ViewAllTickets

Scope: IT help desk

Primary Actor: IT personnel

Intention: User (IT personnel) wants to view all ticket requests sent to the IT department.

Level: User Goal

Multiplicity: Multiple users can login or logout of the system at the same time.

Main Success Scenario:

1.*User* clicks on “View All Tickets” from the homepage

2. *System* displays the “All Tickets” webpage

3. *User* clicks on “Exit” to leave the “All Tickets” homepage

Use Case: ViewAssignedTickets

Scope: IT help desk

Primary Actor: IT personnel

Intention: IT personnel user wants to view tickets that are assigned to them

Level: User Goal

Multiplicity: Multiple users can view their assigned tickets at the same time

Main Success Scenario:

1. *User navigates to a given ticket in from the "All tickets" or "Assigned Tickets" or "View My Tickets" page.*

2. User accesses individual ticket statuses on ***CheckTicketStatus*** *page or edits ticket details on* ***EditTicket*** *page.*

3. User clicks on "Exit" to leave the "Assigned Tickets" page.

Use Case: CheckTicketStatus

Scope: IT help desk

Primary Actor: IT customer, IT personnel

Intention: User (either IT customer or IT personnel) wants to check the status of a given ticket

Level: User Goal

Multiplicity: One user can check the status of multiple tickets

Main Success Scenario:

1. *User navigates to a given ticket in from the "All tickets" or "Assigned Tickets" or "View My Tickets" page.*

2. User reads the "ticket status" text box and is informed of the ticket's current status

Use Case: EditTicket

Scope: IT help desk

Primary Actor: IT personnel

Intention: User (IT customer or IT personnel) wants to edit details of a given ticket

Level: User Goal

Multiplicity: One user can edit one ticket at a time, multiple in a session.

Main Success Scenario:

1. *User navigates to a given ticket in from the "All tickets" or "Assigned Tickets" or "View My Tickets" page.*

2. User clicks on the "edit details" button beside the target ticket

3. Page redirects to an "Edit Details" page with a form containing all the current ticket details

4. User edits the ticket details

5. User clicks the "Save" button when finished editing ticket details.

6. *System* then **sends notification** to *IT customer* to inform of the updated status of their ticket

Use Case: CloseTicket

Scope: IT help desk

Primary Actor: IT personnel

Secondary Actor: IT customer

Intention: IT personnel wants to close a ticket in the system.

Level: User Goal

Multiplicity: One user can close a ticket.

Main Success Scenario:

IT personnel has fulfilled ticket issues or has deemed that ticket can be closed and has requested *System* to edit ticket.

1. *IT personnel* clicks on "Close Ticket" sending a request to System to close ticket
2. *System* prompts *IT personnel* to confirm closing ticket
3. *IT personnel* confirms closing ticket
4. *System* validates the request
5. *System* informs *IT personnel* that ticket was closed successfully
6. *System* then **sends notification** to *IT customer* to inform of the updated status of their ticket

Extensions:

2a. *IT personnel* cancels closing ticket; use case continues at step 1

5a. *System* informs *IT personnel* that an error occurred; use case continues at step 1

Use Case: DeleteTicket

Scope: IT help desk

Primary Actor: IT customer

Intention: IT customer wants to delete a ticket they created

Level: Subfunction

Multiplicity: One user can delete a ticket.

Main Success Scenario:

1. *IT customer* clicks on 'Delete Ticket' sending request to *System* to delete ticket.

2. *System* prompts *IT customer* to confirm deleting ticket

3. *IT customer* confirms deleting ticket

4. *System* validates the request

5. *System* informs *IT customer* that ticket was deleted successfully

6. *System* then **sends notification** to *IT customer* to inform of the updated status of their ticket

Extensions:

3a. *IT customer* cancels deleting ticket; use case continues at step 1

5a. *System* informs *IT customer* that an error occurred; use case continues at step 1

Use Case: SendNotification

Scope: IT help desk

Primary Actor: IT customer, IT personnel

Intention: *System* sends a notification to *IT customer* to notify on creation of ticket, ticket status, deletion of ticket and closing of a ticket.

Level: Subfunction

Multiplicity: *System* can send multiple notifications to multiple *IT customers* at the same time

Main Success Scenario:

IT customer or *IT personnel* has changed the status of the ticket

1. *System* receives request about updated ticket status

2. *System* validates the request

3. *System* sends an e-mail to *IT customer* to notify of the updated ticket status

Use Case: CreateTicket

Scope: IT help desk

Primary Actor: IT customer, IT personnel

Intention: User (either IT customer or IT personnel) wants to create a new ticket.

Level: User Goal

Multiplicity: One user can create one ticket at a time, and can also create multiple tickets in one session.

Main Success Scenario:

1. *User navigates to "Create Ticket" on the IT help desk User homepage.*

2. User enters the short description, their name, category, availability, email, and notes on the "Create Ticket" page.

3. User clicks the "Create" button once all fields have been filled out.

4. *System* then **sends notification** to *IT customer* to inform them that a new ticket has been created with their details.

Use Case: SubmitAvailability

Scope: IT help desk

Primary Actor: IT personnel

Intention: *Personnel submits their availability to be randomly assigned their IT appointments*.

Level: Subfunction

Multiplicity: *IT personnel* can update their availability once at a time, and can also update their availability multiple times in one session.

Main Success Scenario:

1. *User clicks the "Update Availability" button on the home page.*

2. User enters their availabilities into the availability field.

2. *System* validates that the available time is possible (ex. Date has not already passed, times are not outside of work hours)

3. *User clicks the "Update" button.*

Use Case: SubmitCustomerAvailability

Scope: IT help desk

Primary Actor: IT customer

Intention: *IT customer submits their available times when creating a ticket.*

Level: Subfunction

Multiplicity: *User* can update their availability once at a time, and can also update their availability multiple times in one session.

Main Success Scenario:

1. *User enters their availability on the "Create Ticket" page.*

2. *System* validates that the available time is possible (ex. Date has not already passed, times are not outside of work hours)

3. *User ensures that all other fields are filled out on the "Create Ticket" page before submitting their request with their availability.*

Use Case: ViewMyTicket

Scope: IT help desk

Primary Actor: IT customer

Intention: User wants to view their ticket in the system.

Level: User Goal

Multiplicity: One user can open and then view one ticket at a time.

Main Success Scenario:

1. *User logs into help desk system.*
2. *System authenticates user login.*
3. *User navigates to 'My Tickets' section*
4. *System displays the "My Tickets" webpage.*
5. *User selects (clicks) ticket to view.*
6. *Ticket window opens displaying selected ticket.*

Extensions:

2a. *User login fails; use case continues at step 1*

4a. *System* informs *IT customer* that an error occurred; use case continues at step 1

Use Case: AssignPersonnel

Scope: IT help desk

Primary Actor: IT Personnel

Intention: System allocates specific IT personnel to ticket

Level: Subfunction

Multiplicity: One system allocates one or multiple IT personnel to a ticket, depending on complexity.

Main Success Scenario:

1. *User fills out ticket in system.*

2. *System saves ticket details and information.*

3. *System assigns ticket to specific IT personnel depending on specialty.*

Extensions:

2a. *System doesn't save ticket details and information; Step 1 has to be completed again and user has to fill out ticket - a message will be displayed.*

3a. *If the ticket is more complex, ticket will be assigned to multiple IT personnel; if the ticket is simple, ticket will be assigned to only one IT personnel*