UC-08: RECEIVE CUSTOMER SUPPORT
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USER / JOURNALIST	SYSTEM	APPLICATION ADMIN	DATABASE

Start

Visit Customer Support section

Display Customer support information

Report Issue

Generate Notification

Receive a Confirmation of Progress

Receive Notification

Choose an issue

Display Issue Details

Accept Issue

Yes

Store Accepted Issue

Require more details

No

Analyze Issue

No

Store analysis

Resolve issue

Yes

Receive Resolution

Inform Resolution

End