Technical support
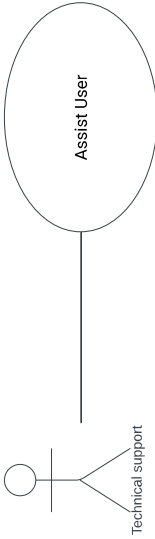
Assist User

Usecase Name	Assist User
Actors	Technical support
Main success scenario	1. Technical support logs in. 2. User requests assistance through the help desk or support system. 3. Technical support acknowledges the request. 4. Technical support assists the user with the issue or query. 5. System logs the support interaction.
Exceptions	1. If there are technical issues during the support interaction, the system records the incident. 2. If the user's issue requires further escalation, the support staff escalates the ticket to higher support levels.
Pre-condition	1. Technical support is logged in. 2. User requests assistance.
Post-condition	**User receives assistance, and the support interaction is logged.**