College Support Platform — UML Use-Case Diagram
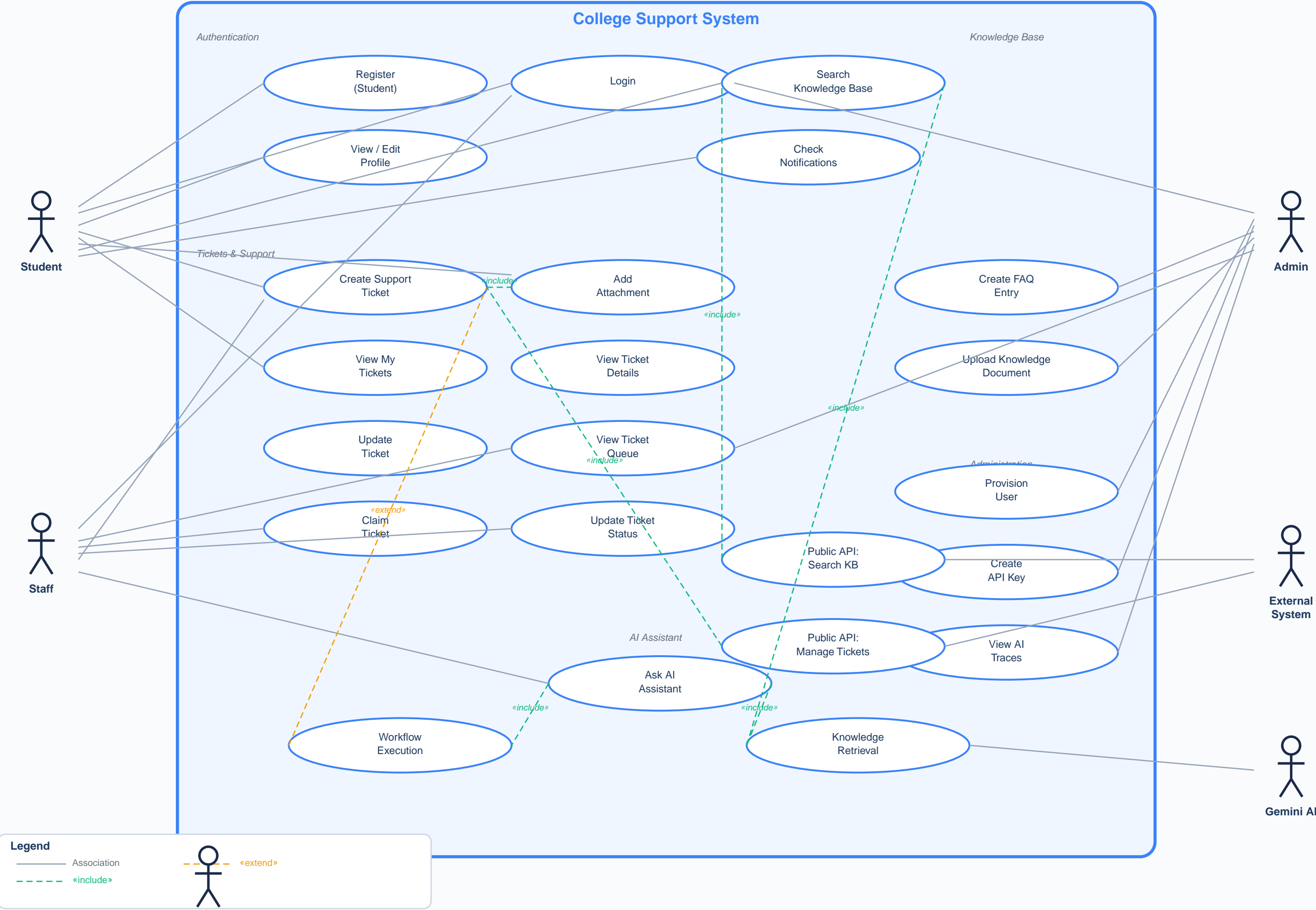

College Support System

Authentication

Knowledge Base

- Register (Student)
- Login
- Search Knowledge Base
- View / Edit Profile
- Check Notifications

Tickets & Support

- Create Support Ticket
- Add Attachment — «include»
- Create FAQ Entry
- View My Tickets
- View Ticket Details
- Upload Knowledge Document
- Update Ticket
- View Ticket Queue — «include»
- «include»
- Claim Ticket — «extend»
- Update Ticket Status
- Provision User

Administration

- Public API: Search KB
- Create API Key

AI Assistant

- Ask AI Assistant
- Public API: Manage Tickets
- View AI Traces
- «include»
- «include»
- Workflow Execution
- Knowledge Retrieval

Actors: Student, Admin, Staff, External System, Gemini AI

Legend

- Association
- «extend»
- «include»

Actor

Use Case