Chapter 1 for maintenance unit

We are focusing on 3 sectors under maintenance

* Vehicles: cars, bikes
* Electronics: phones, computers, gadgets
* Equipment: farming tools their usage and replacement need

# Scope

The company

# Requirements

1. Create, update, View and delete all logs and transactions
2. Customer care and support
3. Status, analytics, receipt, documentation.
4. Maintenance types

# Cost implications

Use case diagram

Class diagram

Sequence diagram

**Activity diagram**

**Create request, update status, assign technician,**

**Accept task, update task status**

**Add new part, update quantity, track usage**

**Calculate cost, generate report**

**Generate report, export report**

**Log in access permitted features**

**Log request**

**Receive request**

**Update request**

**Admin receives the request**

**CREATE REQUEST**

**RECEIVES REQUEST**

**LOG REQUEST**

**UPDATES REQUEST**

Customer care service

User

Admin

Technician

**USER**

**CREATE REQUEST**

**CUSTOMER CARE SERVICES**

**LOG REQUEST**

**TECHNICIAN**

**RECEIVES REQUEST**

**TECHNICIAN**

**UPDATES REQUEST**