Use Case Diagram Description

- Name: Browse Tickets
- Description: Users can view a list of existing tickets in the system
- Usual Scenario:
    - User logs into the system
    - Navigates to the "Browse tickets" functionality
    - Sees a list of available tickets
    - Optional:
        - Trigger: User navigates to the "Browse tickets"
        - Preconditions: None
        - Postconditions: User can see and interact with the list of tickets
- Alternate Scenario: None

Filter
- Name: Filter
- Description: Users can apply filters to customize the displayed list of tickets
- Usual Scenario:
    - User is on the "Browse tickets" page
    - Accesses the "Filter" option
    - Selects specific criteria for filtering
    - Applies the filter
    - Optional:
        - Trigger: User selects specific criteria and applies the filter
        - Preconditions: User has successfully logged in and is on the "Browse tickets" page
        - Postconditions: The list of tickets is updated based on the applied filter
- Alternate Scenario:
    - User is on the "Browse tickets" page
    - Accesses the "Filter" option
    - Attempts to apply the filter
    - Optional:
        - Trigger: User attempts to apply a filter without selecting any criteria
        - Preconditions: User has successfully logged in and is on the "Browse tickets" page
        - Postconditions: The system displays an error message, prompting User to select valid filter criteria

Sort

- Name: Sort
- Description: Users can sort the displayed list of tickets based on specific criteria
- Usual Scenario:
  - User is on the "Browse tickets" page
  - Accesses the "Sort" option
  - Selects specific criteria for sorting
  - Applies the sort
  - Optional:
    - Trigger: User selects specific criteria and applies the sort
    - Preconditions: User has successfully logged in and is on the "Browse tickets" page
    - Postconditions: The list of tickets is reordered based on the selected sorting criteria
- Alternate Scenario:
  - User is on the "Browse tickets" page
  - Accesses the "Sort" option
  - Attempts to apply the sort
  - Optional:
    - Trigger: User attempts to apply a sort without selecting any criteria
    - Preconditions: User has successfully logged in and is on the "Browse tickets" page
    - Postconditions: The system displays an error message, prompting User to select valid sort criteria

Add Comment

- Name: Add Comment
- Description: Users can provide additional information or updates to existing tickets by adding comments
- Usual Scenario:
  - User logs into the system
  - Selects his ticket
  - Accesses the "Add comment" feature
  - Submits their comment
  - Optional:
    - Trigger: User selects "Add Comment" functionality
    - Preconditions: User has successfully logged in and selected his ticket
    - Postconditions: The comment is added to the selected ticket
- Alternate Scenario:
  - User logs into the system
  - Selects ticket that does not belong to him
  - Attempts to add comment
  - Optional:
    - Trigger: User selects ticket, which does not belong to him
    - Preconditions: User has successfully logged in and selected his ticket
    - Postconditions: The system displays an error message, indicating that User cannot add comments to other user's tickets

Create Tickets

- Name: Create Tickets
- Description: Users initiates the process of creating a new ticket
- Usual Scenario:
  – User logs into the system
  – Accesses the "Create ticket" feature
  – Fills in necessary details: Description, Category, Image, Location
  – Submits the form
  – Optional:
    - Trigger: User selects "Create Ticket" functionality
    - Preconditions: User has successfully logged in
    - Postconditions: A new ticket is created in the system
- Alternate Scenario:
  – User logs into the system
  – Accesses the "Create ticket" feature
  – Attempts to submit form with incomplete information
  – Optional:
    - Trigger: User selects option to submit ticket without filling all necessary details
    - Preconditions: User has successfully logged in
    - Postconditions: The system displays an error message, prompting User to provide all necessary details.

Log in

- Name: Log in
- Description: Users must log in to access certain features and functionalities of the ticketing system
- Usual Scenario:
  - User navigates to the login page
  - Enters valid credentials (email and password)
  - Submits the login form
  - Optional:
    - Trigger: User navigates to a page that requires authentication
    - Preconditions: User is not logged in
    - Postconditions: User is successfully authenticated and gains access to the protected features
- Alternate Scenario:
  - User navigates to the login page
  - Enters invalid credentials (email and password)
  - Attempts to submit the login form
  - Optional:
    - Trigger: User navigates to a page that requires authentication
    - Preconditions: User is not logged in
    - Postconditions: The system displays an error message, prompting User to enter valid credentials

Reject Ticket

- Name: Reject Ticket
- Description: Office workers can reject a ticket that does not meet the criteria for resolution
- Usual Scenario:
  - An office worker logs into the system
  - Selects a ticket
  - Chooses the "Reject ticket" option
  - Optional:
    - Trigger: Office worker selects "Reject ticket" option
    - Preconditions: Office worker has successfully logged in and selected a ticket
    - Postconditions: The ticket is marked as rejected
- Alternate Scenario:
  - An office worker logs into the system
  - Selects a ticket
  - Attempts to reject ticket with status "In progress"
  - Optional:
    - Trigger: Office worker selects "Reject ticket" option
    - Preconditions: Office worker has successfully logged in and selected a ticket
    - Postconditions: The system displays an error message, indicating that ongoing tickets cannot be rejected

Mark as Duplicate

- Name: Mark as duplicate
- Description: Office worker can mark the ticket as duplicate if ticket is describing the same issue as another ticket
- Usual Scenario:
  - An office worker logs into the system
  - Selects a ticket
  - Chooses the "Mark as duplicate" option, specifying the related ticket
  - Optional:
    - Trigger: Office worker selects "Mark as duplicate" option
    - Preconditions: Office worker has successfully logged in and selected a ticket
    - Postconditions: A ticket is being marked as duplicate
- Alternate Scenario:
  - An office worker logs into the system
  - Selects a ticket
  - Attempts to choose the "Mark as duplicate" option without specifying the related ticket
  - Optional:
    - Trigger: Office worker selects "Mark as duplicate" option
    - Preconditions: Office worker has successfully logged in and selected a ticket
    - Postconditions: The system prompts Office worker to select a related ticket before marking the current ticket as a duplicate

Forward Ticket

- Name: Forward Ticket
- Description: Office workers can forward a ticket to another department or team for specialized handling
- Usual Scenario:
  - Office worker logs into the system
  - Selects a ticket
  - Chooses "Forward ticket" option to assign it to another team
  - Optional:
    - Trigger: Office worker selects "Forward ticket" option
    - Preconditions: Office worker has successfully logged in and selected a ticket
    - Postconditions: The ticket is reassigned to the specified team
- Alternate Scenario:
  - Office worker logs into the system
  - Selects a ticket
  - Attempts to choose "Forward ticket" option without selecting another team
  - Optional:
    - Trigger: Office worker selects "Forward ticket" option
    - Preconditions: Office worker has successfully logged in and selected a ticket
    - Postconditions: The system prompts Office worker to select a team before forwarding the ticket

Close Ticket

- Name: Close Ticket
- Description: Office workers can mark a ticket as resolved and close the support case
- Usual Scenario:
    - An office worker logs into the system
    - Selects a ticket
    - Chooses "Close ticket" option
    - Optional:
        - Trigger: Office worker selects "Close ticket" option
        - Preconditions: Office worker has successfully logged in and selected a ticket
        - Postconditions: The ticket is marked as closed
- Alternate Scenario:
    - An office worker logs into the system
    - Selects a ticket
    - Attempts to choose "Close ticket" option for a ticket with status "New"
    - Optional:
        - Trigger: Office worker selects "Close ticket" option
        - Preconditions: Office worker has successfully logged in and selected a ticket
        - Postconditions: The system displays an error message, indicating that ticket that was not resolved cannot be closed

Change Ticket Status
- Name: Ticket Status
- Description: Office workers can update the status of a ticket to reflect its current progress
- Usual Scenario:
    - Office worker logs into the system
    - Selects a ticket
    - Modifies ticket status using the "Change ticket status" option
    - Optional:
        - Trigger: Office worker selects "Change ticket status" option
        - Preconditions: Office worker has successfully logged in and selected a ticket
        - Postconditions: The ticket's status is modified accordingly
- Alternate Scenario:
    - Office worker logs into the system
    - Selects a ticket
    - Attempts to change ticket status from "New" to "Done", without previously selecting "In progress" option
    - Optional:
        - Trigger: Office worker selects "Change ticket status" option
        - Preconditions: Office worker has successfully logged in and selected a ticket
        - Postconditions: The system displays an error message, indicating that ticket status has to be modified in an order "New" -> "In progress" -> "Done"

Delete Ticket

- Name: Delete Ticket
- Description: Admins can permanently remove a ticket from the system
- Usual Scenario:
  - An admin logs into the system
  - Accesses the "Delete Ticket" feature
  - Selects a ticket
  - Confirms the deletion
  - Optional:
    - Trigger: Admin selects "Delete ticket" option
    - Preconditions: Admin has successfully logged in and selected a ticket
    - Postconditions: The selected ticket is permanently removed from the system
- Alternate Scenario:
  - An admin logs into the system
  - Accesses the "Delete Ticket" feature
  - Selects a ticket
  - Attempts to delete ticket with status "In progress"
  - Optional:
    - Trigger: Admin selects "Delete ticket" option
    - Preconditions: Admin has successfully logged in and selected a ticket
    - Postconditions: The system displays an error message, indicating that ongoing tickets cannot be deleted

Assign Privileges

- Name: Assign Privileges
- Description: Admins can grant specific privileges to others
- Usual Scenario:
  - Admin logs into the system
  - Accesses the "Assign Privileges" feature
  - Selects an office worker or user
  - Assigns relevant privileges
  - Optional:
    - Trigger: Admin selects "Assign privileges" option
    - Preconditions: Admin has successfully logged in and selected office worker or user
    - Postconditions: The selected office worker or user now has the assigned privileges
- Alternate Scenario:
  - Admin logs into the system
  - Accesses the "Assign Privileges" feature
  - Selects another admin
  - Attempts to assign relevant privileges
  - Optional:
    - Trigger: Admin selects "Assign privileges" option
    - Preconditions: Admin has successfully logged in and selected another admin
    - Postconditions: The system displays an error message, indicating that admins cannot assign privileges to other admins