

Use Case Description – Full Text Description

Name of Use Case:	Troubleshooting with Technician		
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Description:	Seniors contact an SLS app technician to report errors or seek assistance with their issues from an app technician.		
Actors:	Primary Actor: Senior (user) Secondary Actor: App Technician		
Preconditions:	1. User is logged into their account before contacting technical support. 2. User has enabled the microphone feature on phone.		
Postconditions:	1. "Basic" ticket is closed by the technician 2. User receives a summary report from technician detailing any changes to system.		
Main Flow:	1. A senior identifies a bug or error that they would like to report or seek help from a technician. 2. Senior presses troubleshooting button on the homepage of the app. 3. Senior is first navigated to a frequently asked questions page to see if the problem is easily solvable. 4. If problem is not on the FAQ list or if the user cannot solve the problem themselves, they then click the "speak to a technician" button. 5. Senior is connected to technician through audio chat. 6. Technician opens a "basic" ticket describing the senior's problem. 7. If technician believes remote access will help the issue, he asks user to make sure remote access is enabled. 8. Technician solves the problem and contacts the senior to confirm completed troubleshooting. 9. Technician closes the ticket. 10. Technician sends a summary report to the user detailing any changes to system and documenting the work they did with the senior.		
Alternative Flows:	6. In step 6 of the normal flow, if the technician does not feel that he can solve the issue or it is out of the scope, he can opt to open an Advanced Technician Ticket that will remain open until a senior technician observes the problem. 1. Technician closes "Basic" ticket. 2. Technician opens "Advanced" Technician Ticket. 3. Senior technician solves problem and closes "Advanced" ticket. 4. Senior technician sends a summary report to both the senior (user) and the original technician.		
Exceptions:	6. In step 6 of the normal flow, if the technician identifies that the problem is not solvable online, due to it being a hardware issue or inability from Seniors to follow		

	<p>troubleshooting commands, he can opt to open an “in-person” ticket.</p> <ol style="list-style-type: none"> 1. Technician operator closes “basic” ticket. 2. Technician opens an “in-person” ticket. 3. Ticket is referred to a different department as the issue will be solved with an in-person visit. 4. Once completed, the “in-person” ticket will be closed and a summary will be sent to both departments and user.
Non-Functional Requirements:	<p>The following requirements must be met before execution of the use case</p> <ol style="list-style-type: none"> 1. Senior must be on a working internet connection that can support video/phone connection. 2. Senior’s phone must have the capabilities to make/receive calls.