

## Use Case Document

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<b>Use Case</b>	Add New Employee
<b>Description</b>	Add new employee to company database
<b>Actors</b>	Human Resources
<b>Assumption</b>	all data must be added to new employee. No nulls allowed.
<b>Step</b>	HR will collect all information from new employee
<b>Issues</b>	
<b>Use Case</b>	Append Employee Profile
<b>Description</b>	Append employee in database: modify contact information, job description, and salaries
<b>Actors</b>	Human Resources
<b>Assumption</b>	all data must be added to new employee. No nulls allowed.
<b>Step</b>	HR will collect all information from new employee
<b>Issues</b>	
<b>Use Case</b>	Terminate Employee
<b>Description</b>	Terminate employee by marking them as inactive in the database. Remove salary and job description information. However, keep their contact information. Inactive employee information will remain in database for 2 years. After the 2 years, their information will be archived for 10 years.
<b>Actors</b>	Human Resources
<b>Assumption</b>	All salary and job description will be marked as inactive to halt payroll. However, employee data will remain for tax needs and any possible rehire.
<b>Step</b>	HR will notify employee's management and the inactive employee of termination in both written and verbal forms.
<b>Issues</b>	
<b>Use Case</b>	Submit Ticket Request
<b>Description</b>	Submit Ticket Request
<b>Actors</b>	Customer
<b>Assumption</b>	Customer must be registered and have a purchase recorded of product. There can not be any data fields of the request left Null.
<b>Step</b>	Customer navigates to support site and fills in the "New Support Ticket" and clicks the "Submit" button to have the ticket sent to the internal ticket databasej

<b>Issues</b>	The server could be down by which the Customer would be prompted to return at a later time. The Customer's product could be out of support and would therefore be prompted to update their equipment and inform them that their product is no longer supported.
<b>Use Case</b>	Cancel Ticket
<b>Description</b>	Cancel ticket for reason's allowed: customer resolved ticket before it was worked by support, customer changed mind and purchased new product instead, or support team is unable to verify contact information
<b>Actors</b>	Customer and Supervisor
<b>Assumption</b>	New ticket has been submitted and received into the support database, All fields are not Null and product is not "end of life", and finally, the contact information has been verified as inactive or incorreccted.
<b>Step</b>	After ticket is submitted into support database, the contact information will be verified. If unable to verify contact information, the Supervisor will be notified and can cancel the ticket. The cancelation will be noted on Customer's status access and an email will be sent to address inputted by customer. Also, the Customer can access their support page and cancel the ticket after noting reasons for cancelation. The support database will be updated and the ticket will be removed from active tickets and moved to inactive tickets.
<b>Issues</b>	The server could be down by which the Customer would be prompted to return at a later time.
<b>Use Case</b>	Assign Ticket
<b>Description</b>	Ticket is assigned to a support group employee
<b>Actors</b>	Supervisor
<b>Assumption</b>	All data fields are not Null and the employee is an active member or the support group
<b>Step</b>	Supervisor will select from a database of employees within the support group and send the new ticket to that employee's workable dashboard within the support interface
<b>Issues</b>	
<b>Use Case</b>	Check Ticket Status
<b>Description</b>	Ticket will maintain a status of not assigned, assigned, in progress, resolved, and completed and be visible externally to the customer and internally to the support group's interface.
<b>Actors</b>	Supervisor, Employee, and Customer

<b>Assumption</b>	All data fields are not Null and the ticket remains in an active state and not canceled
<b>Step</b>	Actors will have view rights of the status of the ticket.
<b>Issues</b>	
<b>Use Case</b>	Update Ticket Status
<b>Description</b>	Status or state of ticket is updated
<b>Actors</b>	Supervisor and Employee
<b>Assumption</b>	All data fields are not Null
<b>Step</b>	Every writable and executable step by the Supervisor or the Employee will change the status of the ticket and populate that status on the customer view and the internal support interface.
<b>Issues</b>	
<b>Use Case</b>	Mark Ticket Completed
<b>Description</b>	Marking the ticket completed regardless of the result
<b>Actors</b>	Supervisor and Employee
<b>Assumption</b>	All data fields are not Null
<b>Step</b>	Regardless of the result, the ticket can be marked completed and auto notify the customer of the completion
<b>Issues</b>	
<b>Use Case</b>	Close Ticket
<b>Description</b>	Ticket is closed by being marked inactive
<b>Actors</b>	Supervisor
<b>Assumption</b>	All data fields are not Null
<b>Step</b>	The ticket will remain active and viewable to in the database for 6 weeks allowing time for the customer to review and possibly resubmit or escalate the ticket. Only the Supervisor will have rights to close a ticket.
<b>Issues</b>	