



Actors

Customer – A user who can register, log in, submit support cases, check their case status, and provide feedback.

Support Agent – A staff member who can log in, view the cases assigned to them, respond to those cases, and update their status.

Manager – A user with higher-level access who can log in, view all support cases, assign cases to agents, and generate performance reports.

Use Cases

- **Register** – Only the Customer can register for the system.
- **Login** – Required for all users before they can access any features. This is why it's included in every other use case.
- **Submit Support Case** – A Customer can submit a request for help or raise an issue.
- **View Case Status** – The Customer can check the progress of their submitted support cases.
- **Provide Feedback** – The Customer can leave feedback or a rating after their case has been handled.
- **View Assigned Cases** – The Support Agent can see which cases have been assigned to them.
- **Respond to Case** – The Support Agent writes replies or helps solve the customer's case.
- **Update Case Status** – The Support Agent changes the state of the case, like from "Open" to "Resolved."
- **View All Cases** – The Manager has access to view every support case in the system.
- **Assign Case to Agent** – The Manager chooses which Support Agent should handle each case.
- **Generate Reports** – The Manager can generate a report based on system activity, agent performance, or customer satisfaction.