OOSE Lab Week 2

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10. Use case:
    1. Request Service
11. Scope:
    1. Gamer requests service for their console at the Retro Gaming Console Store
12. Description:
    1. Gamer brings console to the store and submits it for servicing (repair/thermal paste replacement/fan replacement/HDD to SSD upgrade)
13. Flow Description:
    1. Precondition:
       1. Gamer owns a console with faulty HDD and faulty fan
       2. Store is open and has most popular accessories in stock
    2. Activation:
       1. Gamer arrives at the sales desk and asks for service
14. Main flow:
    1. Gamer gives the console to Store Assistant
    2. Store Assistant makes a record of:
       1. Gamer’s contact details
       2. Console details
       3. Requested type of service
    3. Store Assistant creates a Service Ticket
    4. Store Assistant assigns console to technician
    5. Technician performs requested service / parts replacement
    6. Technician tests serviced console
    7. Technician informs Assistant that Console is fixed
    8. Store assistant informs Gamer that the console is ready for collection
    9. Gamer pays and collects the console
15. Alternative flow:
    1. Technician informs Assistant:
       1. Diagnostic equipment has malfunctioned
       2. It will take two working days to fix
    2. Assistant informs Gamer
    3. Gamer informs Assistant that he doesn’t need console for the next 7 days
    4. Assistant updates Service Ticket
    5. Technician fixes diagnostic equipment
    6. Technician performs requested service / parts replacement
    7. Technician tests serviced console
    8. Technician informs Assistant that Console is fixed
    9. Store assistant informs Gamer that the console is ready for collection
    10. Gamer doesn’t have funds to pay for service
    11. Assistant keeps the console in storage until payment is made
    12. Gamer collects console once the bill is paid
16. Exceptional flow:
    1. Technician informs Assistant that console is not reparable
    2. Store Assistant informs Gamer
    3. Gamer collects console:
    4. No service performed
    5. No payment
17. Termination:
    1. Service ticket is closed
18. Post Condition:
    1. Console is serviced and returned to Gamer
    2. Console is not serviced and returned to Gamer
    3. Gamer returns with funds, pays the service provided and collects the console