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Version: 1

Use-Case Name:	Create Ticket	**Use-Case Type:** **System Requirements**
Use-Case ID:	TTS-CT001	
Priority:	High	
Source:	User Requirements	
Primary Business Actor	ISP Client	
Other Interested Stakeholders:	Support Staff	
Description:	This use case describes the event of a client creating a complaint ticket about a slow connection for Digicel Customer Care. The client logs in with their valid username and password. Once the client information is validated, the client can navigate to the webpage where they can select the option of choosing a better package. The client is also provided with a comment box to describe the issue in depth. The client submits the ticket and receives an email notification of the ticket being successfully completed and received.	
Precondition:	The party must be a registered client of the ISP.	
Trigger:	This use case is initiated when a user submits a ticket.	
Typical Course of Events:	User navigates to webpage, selects issue and submits ticket	
Alternate Courses:	Call customer service hotline and report event	
Conclusion:	Customers have a valid and efficient means of launching complaints to appropriate members of staff	
Business Rules:	Customers pay existing bill before a package upgrade is made available Obscene language used by any customer will have that user flagged Top priority is given to first time customers to ensure they return	
Implementation Constraints and Specifications:	The ticket system to be implemented cannot work under conditions where neither an internet connection nor phone line is available. This will render the customer unable to launch complaints via tickets. Therefore a required specification is either a working internet connection or phone line	
Assumptions:	Every customer will not renew their package and need to be given an incentive to do so Not every customer is tech-savvy and can use the internet	
Open Issues:	Power struggle among management. Ruling parties switch rapidly and barely continue projects started by previous management	