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|  | Ticket Tasks System |  |  |
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|  |  | Version: 1 | |
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| **Use-Case Name:** | Create Ticket |  | **Use-Case Type:** |
| **Use-Case ID:** | TTS-CT001 |  | **System Requirements** |
| **Priority:** | High |  |  |
| **Source:** | User Requirements |  |  |
| **Primary Business** | ISP Client |  |  |
| **Actor** |  |  |  |
| **Other Interested** | Support Staff |  |  |
| **Stakeholders:** |  |  |  |
| **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** | |  |  | | --- | --- | | Actor Action | System Response | | Step 1: Customer navigates company website | Step 2: The system responds by validating the customer’s IP address to ensure he is a registered customer | | Step 3: Customer selects an issue | Step 3: If “Connection too slow” is selected, the option redirects him to a webpage that displays package upgrades | |  | Step 4: If “prolonged lack of service” is selected, their address is retrieved from the database and a technician is notified. The technician is then dispatched to the client's location | |  | Step 5: If “unsatisfactory customer service” is selected, a dialog box will appear and customers are asked to identify the employee ID number. This will be logged and the person at fault will be notified and interviewed. | |  | Step 6: If “faulty equipment” is selected, customers are notified of the nearest branch location where they can exchange their defective equipment for a new model | | Step 7: Customer calls the firm & is connected to an agent | Step 8: Agent acknowledges the complaint and fills out the ticket then refers to the system for a recommended course of action | | | |
| **Events:** |  |  |  |
| **Alternate Courses:** | Alt-Step 1: Call customer service hotline  Alt-Step 2: Describe issue in detail to service rep Alt-Step 3: Service rep confirms issue with customer Alt-Step 4: Service rep fills out ticket & submits to system for a recommended course of action | | |
| **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** | The ticket system to be implemented cannot work under conditions where | | |
| **Constraints and** | neither an internet connection nor phone line is available. This will render | | |
| **Specifications:** | 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 | | |