|  |
| --- |
| Online system |
| Blank ticket to be filled by customer |

|  |
| --- |
| Customer |
| Name  ID  Address  E-mail  Package |

1..\* Accesses 1..1

1..\* 1..\*

Makes recommendation to Submits

|  |
| --- |
| Service rep |
| Name  ID # |

1 1..\*

|  |
| --- |
| Ticket |
| ID #  Priority |

1..\* Processed by 1..\*

1

Alerts

1

|  |
| --- |
| Technician |
| Name  ID # |