**actor/action approach**

**Administrator**



Maintains expert data

Maintains customer data

Maintains “static data”

Manages billing processing

Requests/Receives reports

**Customer**



Registers to Sysops Squad service

Buys products

Purchases support plan

Maintains support contracts

Maintains customer profile

Maintains billing process

Enters problem tickets

Fills out surveys

Gets notified (SMS/Email) when expert on the way

**Expert**



Gets assigned a problem ticket

Fixes problems

Drives to customer

Searches knowledge base

Enters notes in knowledge base

Uses mobile App for tickets

Marks ticket as completed via mobile app

Gets notified via text message for a ticket

**Manager**



Tracks ticket operations

Receives reports

**System**



Tracks product data

Tracks customer data

Tracks expert data

Tracks tickets

Tracks knowledge base

Tracks surveys

Sends bill on monthly basis

Chooses available/appropriate expert

Uploads ticket data to mobile App

Sends texts (ticket information) message to expert

Sends texts (ticket information) message to customer

Sends survey to customer