

Use Case Name: Support

ID:1

Importance Level: high

Primary Actor: Supporter

Use Case Type: Detail, Essential

Stakeholders and Interests:

Taskee _ wants to have support in different parts of the project

Tasker_ wants to have support in different parts of the project

Supporter_ wants to support Taskees and Taskers properly

Brief Description:

This use case describes how support process is done by Supporter for Taskee, Tasker.

Trigger:

Taskee and Taskers sends notifications for Supporter.

Type:

External

Relationships:

Association: Supporter

Include: Ticket, Call

Extend :

Normal Flow of Events:

1. Supporter receive notifications
2. Supporter reads unread notifications

SubFlows:

s-1: Supporter receives Calls

s-2: Supporter receives Ticket notifications

Alternate/Exceptional Flows:

s-1,a1: Supporter doesn't receive Calls

s-2,a2: Supporter doesn't receive Calls