**REQUIREMENT WORKFLOW**

**<MODIFY CUSTOMER SERVICE (ISSUE)>**

1. **WORKFLOW DESCRIPTION AND RELATED REQUIREMENTS**

The purpose of MODIFYING CUSTOMER SERVICE is to allow for a user to be able to modify or delete their posts.

This workflow satisfies the following Requirements:

* REQ # 6.0

1. **WORKFLOW PROCESS**

Normal Flow:

1. A user on the user **customer service page** clicks the hyperlink that says **edit located under the posts**.
2. Upon clicking on the **edit**, a textbox filled with the current issue text will be displayed and the user will be able to change the text.
3. After clicking the **submit button**, the new post will be in place of the old response.
4. Additionally, a user may click the **delete hyperlink** to delete that specific post.