

Use Case ID:	6
Use Case Name:	Report Bug
Date Created:	26 May 2014
Date Last Updated:	26 May 2014

Actors:	Consumer
Description:	Actor wants to report a bug which he or she encountered either during usage of the system or observed basing on the experience (can be constructive to improve the quality of service).
Preconditions:	<ul style="list-style-type: none"> • Error occurred • User at suggestions page
Postconditions:	<ul style="list-style-type: none"> • Ticket saved in the system and present on the ticket board (visible to administrators)
Priority:	60
Frequency of Use:	10
Basic Flow:	<ol style="list-style-type: none"> 1. Error occurred and feedback form was presented 2. User filled the form and clicked submit 3. Ticket shown in the system
Exceptions:	
Special Requirements:	Must protect from XSS and code injections
Assumptions:	Input is normalized
Notes and Issues:	