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| --- | --- | --- |
| **Number** | 14 | |
| Name | Message/Complaint Review | |
| **Summary** | Admin reviews a complaint | |
| **Priority** | 2 | |
| **Preconditions** | User has submitted a message or complaint to the Admins | |
| **Postconditions** | Admin has viewed the message or complaint | |
| **Primary Actor** | Admin | |
| **Secondary Actors** | Server | |
| **Trigger** | Admin clicks on the view messages & complaints button | |
| **Main Scenario** | **Step** | **Action** |
|  | 1 | Admin clicks on the messages & complaints button |
|  | 2 | Server receives request to all messages and complaints |
|  | 3 | Server sends the list of messages and complaints to the admin |
|  | 4 | Admin chooses a message or complaint to view |
|  | 5 | Server receives request for a certain message or complaint |
|  | 6 | Server sends the details of the message or complaint to the Admin |
|  | 7 | Admin can then see the message or complaint that was requested |
| **Extensions** | **Step** | **Branching Action** |
|  |  |  |
| **Open Issues** |  | |