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| Use Case Name: | Transform service ticket into escalation ticket | |
| Scenario: | Service Request and Recovery Module transforms service ticket into escalation ticket | |
| Triggering Event: | service ticket has reach time limit | |
| Brief Description: | When service ticket has reach time limit | |
| Actors: | Service Request and Recovery Module | |
| Related Use Case: | Includes: Unattended service ticket | |
| Stakeholders: | Service Request and Recovery Module  Receptionist  Supervisor Manager  Department Manager  Resident Manager  General Manager | |
| Preconditions: | Service ticket must exist  Service ticket must reach it’s time limit | |
| Postconditions: | Escalated Ticket must be created | |
| Flow of events: | Actor System | |
| 1. Service request and recovery module creates service ticket 2. Service request and recovery module transforms service ticket to escalation ticket | * 1. service ticket reach time limit   2.1 stores escalation ticket details to database |
| Exception Conditions: |  | |

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| Use Case Name: | Conduct manual ticket escalation | |
| Scenario: | Receptionist conduct manual ticket escalation | |
| Triggering Event: | Appropriate employee to be assigned for the service ticket is a senior employee | |
| Brief Description: | When appropriate employee to be assigned for the service ticket is a senior employee the Receptionist will conduct manual ticket escalation | |
| Actors: | Receptionist | |
| Related Use Case: | Includes: Input escalated ticket’s reason | |
| Stakeholders: | Receptionist  Supervisor Manager  Department Manager  Resident Manager  General Manager | |
| Preconditions: | Escalated ticket must exist  Escalated ticket’s reason must be created | |
| Postconditions: | Escalated Ticket must be created | |
| Flow of events: | Actor | System |
| 1. Receptionist analyze service ticket 2. Receptionist input escalated ticket reason 3. Receptionist conduct manual ticket escalation | 2.1 stores escalation ticket’s reason to database  3.1 stores ticket escalation details to database |
| Exception Conditions: |  | |

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| Use Case Name: | Update escalation ticket status | |
| Scenario: | Supervisor Manager/ Department Manager/Resident Manager/General Manager update escalation ticket status | |
| Triggering Event: | Enter ticket task status | |
| Brief Description: | When the system notifies employee the Supervisor Manager/ Department Manager/Resident Manager/General Manager will update escalation ticket status | |
| Actors: | Supervisor Manager/ Department Manager/Resident Manager/General Manager | |
| Related Use Case: | Includes: Input escalated ticket’s reason | |
| Stakeholders: | Receptionist  Supervisor Manager  Department Manager  Resident Manager  General Manager | |
| Preconditions: | System must notify the employee first | |
| Postconditions: | Escalated Ticket status must be updated | |
| Flow of events: | Actor System | |
| 1. Supervisor Manager/ Department Manager/Resident Manager/General Manager views notification 2. Supervisor Manager/ Department Manager/Resident Manager/General Manager updates escalation ticket status | 1. notify employee  2.1 stores updated escalation ticket status |
| Exception Conditions: |  | |

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| Use Case Name: | Reassign ticket to next senior employee | |
| Scenario: | Supervisor Manager/ Department Manager/Resident Manager/General Manager reassign ticket to next senior employee | |
| Triggering Event: | When appropriate employee to be assigned for the escalation ticket is a senior employee the employee will reassign ticket to next senior employee | |
| Brief Description: | When the system notifies employee the Supervisor Manager/ Department Manager/Resident Manager/General Manager will update escalation ticket status | |
| Actors: | Supervisor Manager/ Department Manager/Resident Manager/General Manager | |
| Related Use Case: | Includes: Input escalated ticket’s reason | |
| Stakeholders: | Receptionist  Supervisor Manager  Department Manager  Resident Manager  General Manager | |
| Preconditions: | Employee must input escalated ticket’s reason | |
| Postconditions: | Escalated Ticket must be forwarded to the next senior employee | |
| Flow of events: | Actor System | |
| 1. Supervisor Manager/ Department Manager/Resident Manager/General Manager views notification 2. Supervisor Manager/ Department Manager/Resident Manager/General Manager input escalated ticket’s reason 3. Supervisor Manager/ Department Manager/Resident Manager/General Manager reassign ticket to next senior employee | 1. notify employee  2.1 sends escalated ticket to next senior employee |
| Exception Conditions: |  | |