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| Use Case Name: | Transform service ticket into escalation ticket | |
| Scenario: | Service recovery and report system 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 recovery and report system | |
| Related Use Case: | Includes: Unattended service ticket | |
| Stakeholders: | Service Recovery and Report System  Supervisor  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 | Module |
| 1. Service request and recovery module creates service ticket 2. Service recovery and report system monitors service ticket 3. Service request and recovery module transforms service ticket to escalation ticket | * 1. service ticket reach time limit   3.1 stores escalation ticket details to database |
| Exception Conditions: |  | |

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| Use Case Name: | Update escalation ticket status | |
| Scenario: | Supervisor/Department Manager/Resident Manager/General Manager updates escalation ticket status | |
| Triggering Event: | Enter ticket task status | |
| Brief Description: | When the module notifies employee the Supervisor /Department Manager/Resident Manager/General Manager will update escalation ticket status | |
| Actors: | Supervisor/Department Manager/Resident Manager/General Manager | |
| Related Use Case: | N/A | |
| Stakeholders: | Supervisor  Department Manager  Resident Manager  General Manager | |
| Preconditions: | The module must notify the employee first | |
| Postconditions: | Escalated Ticket status must be updated | |
| Flow of events: | Actor | Module |
| 1. Supervisor/Department Manager/Resident Manager/General Manager views notification 2. Supervisor/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/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/Department Manager/Resident Manager/General Manager will update escalation ticket status | |
| Actors: | Supervisor/ Department Manager/Resident Manager/General Manager | |
| Related Use Case: | Includes: Input escalated ticket’s reason | |
| Stakeholders: | Supervisor  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 | Module |
| 1. Supervisor/Department Manager/Resident Manager/General Manager views notification 2. Supervisor/Department Manager/Resident Manager/General Manager input escalated ticket’s reason 3. Supervisor/Department Manager/Resident Manager/General Manager reassign ticket to next senior employee | 1. Notify employee  2.1. Sends escalated ticket to next senior employee  4. Generates escalation report |
| Exception Conditions: |  | |