# Use Case Diagram for Service Request Management (Admin Panel)

# 

## Use case 1: Login

Actors: Department Admin

Type: Primary and Essential

Include: None

Extends: None

Cross Ref: Required for 2

Description: Department Admin will login using his Credentials. After which Admin will see details based on his department.

## Use case 2: Logout

Actors: Department Admin

Type: Primary and Essential

Include: login

Extends: None

Cross Ref: none

Description: Department Admin will have option to logout or automatically logout due to inactivity

## Use case 3: List of requests

Actors: Department Admin

Type: Primary and Essential

Include: login

Extends: None

Cross Ref: required for 4

Description: Admin Will see Navigation bar and List of all service requests. After login verifying access Department admin will see all request produced for his department.

## Use case 4: Service Request Detail

Actors: Department Admin

Type: Primary and Essential

Include: login

Extends: None

Cross Ref: required for 5

Description: Admin should be able to see details of service request. Fields except Assign to, status, Comment should be read only.

## Use case 5: Updating of request

Actors: Department Admin

Type: Primary and Essential

Include: login

Extends: None

Cross Ref: required for 6

Description: Admin should be able to assign request and give comment which is mandatory and change status of service request.

## Use Case 6: Notification of updating request

Actors: Server

Type: Primary and Essential

Include: login

Extends: None

Cross Ref: none

Description: All Stakeholder included in request like request creator and request assigned employee should be notified via company setup mail.

## Use case 7: Filtration of request

Actors: Department Admin

Type: Secondary

Include: login

Extends: List Of requests

Cross Ref: none

Description: Admin should be able to filter request based on category, subcategory, type and status.

## Use case 8: Profile Detail

Actors: Department Admin

Type: Primary and Essential

Include: Login

Extends: None

Cross Ref: none

Description: Employee should be able to see his details