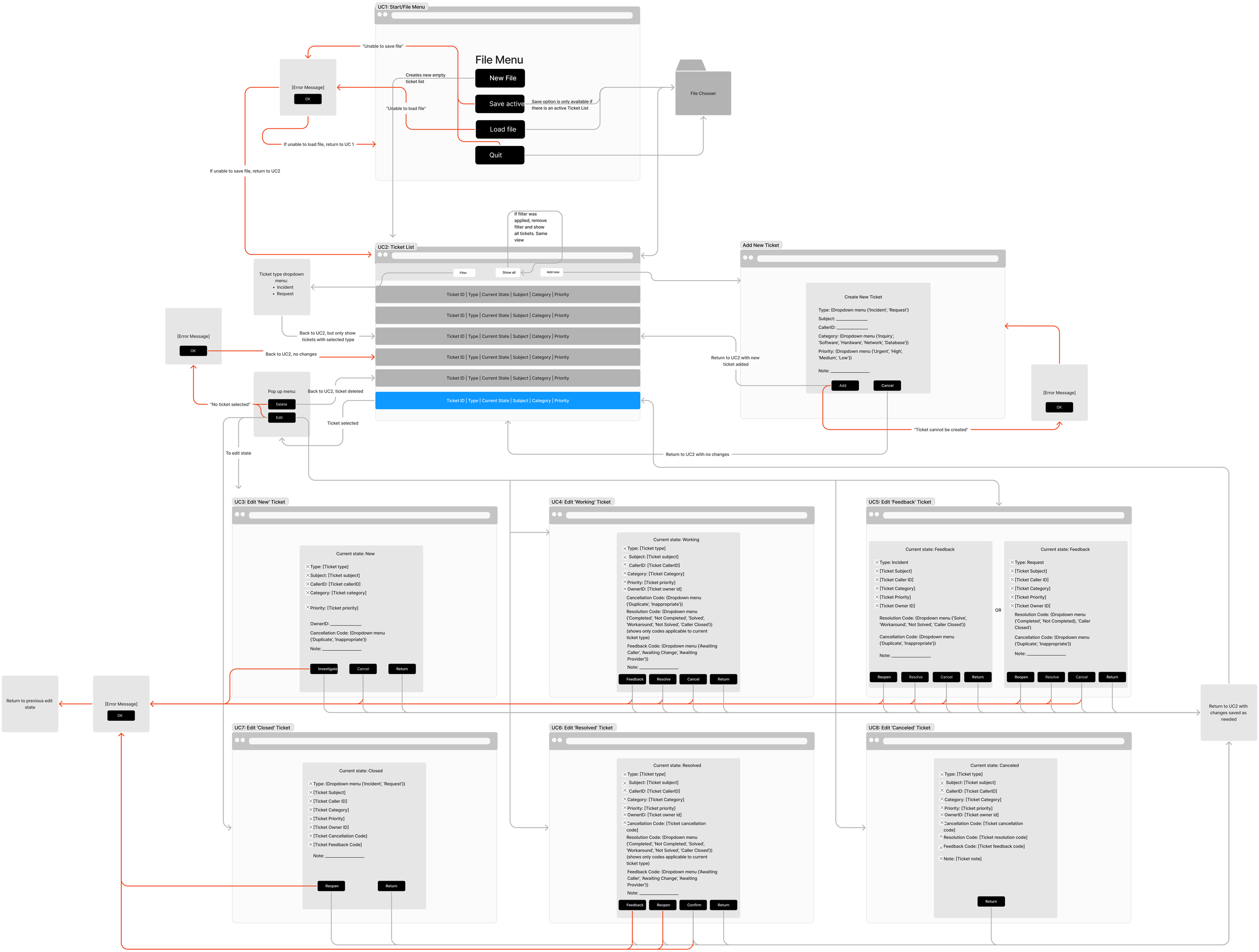
UC1: Start/File Menu
File Menu
New File
Save active
Load file
Quit
Save option is only available if there is an active Ticket List
File Chooser
Creates new empty ticket list
"Unable to save file"
"Unable to load file"
[Error Message]
OK
If unable to load file, return to UC 1
If unable to save file, return to UC2
If filter was applied, remove filter and show all tickets. Same view
UC2: Ticket List
Filter
Show all
Add new
Ticket ID | Type | Current State | Subject | Category | Priority
Ticket type dropdown menu:
• Incident
• Request
Back to UC2, but only show tickets with selected type
Back to UC2, no changes
Pop up menu:
Delete
Edit
Back to UC2, ticket deleted
"No ticket selected"
Ticket selected
To edit state
Add New Ticket
Create New Ticket
Type: (Dropdown menu {'Incident', 'Request'}
Subject: _____
CallerID: _____
Category: (Dropdown menu {'Inquiry', 'Software', 'Hardware', 'Network', 'Database'})
Priority: (Dropdown menu {'Urgent', 'High', 'Medium', 'Low'})
Note: _____
Add
Cancel
Return to UC2 with new ticket added
"Ticket cannot be created"
Return to UC2 with no changes
UC3: Edit 'New' Ticket
Current state: New
Type: [Ticket type]
Subject: [Ticket subject]
CallerID: [Ticket callerID]
Category: [Ticket category]
Priority: [Ticket priority]
OwnerID: _____
Cancellation Code: (Dropdown menu {'Duplicate', 'Inappropriate'})
Note: _____
Investigate
Cancel
Return
UC4: Edit 'Working' Ticket
Current state: Working
Type: [Ticket type]
Subject: [Ticket subject]
CallerID: [Ticket CallerID]
Category: [Ticket Category]
Priority: [Ticket priority]
OwnerID: [Ticket owner id]
Cancellation Code: (Dropdown menu {'Duplicate', 'Inappropriate'})
Resolution Code: (Dropdown menu {'Completed', 'Not Completed', 'Solved', 'Workaround', 'Not Solved', 'Caller Closed'}) (shows only codes applicable to current ticket type)
Feedback Code: (Dropdown menu {'Awaiting Caller', 'Awaiting Change', 'Awaiting Provider'})
Note: _____
Feedback
Resolve
Cancel
Return
UC5: Edit 'Feedback' Ticket
Current state: Feedback
Type: Incident
[Ticket Subject]
[Ticket Caller ID]
[Ticket Category]
[Ticket Priority]
[Ticket Owner ID]
Resolution Code: (Dropdown menu {'Solve', 'Workaround', 'Not Solved', 'Caller Closed'})
Cancellation Code: (Dropdown menu {'Duplicate', 'Inappropriate'})
Note: _____
Reopen
Resolve
Cancel
Return
OR
Current state: Feedback
Type: Request
[Ticket Subject]
[Ticket Caller ID]
[Ticket Category]
[Ticket Priority]
[Ticket Owner ID]
Resolution Code: (Dropdown menu {'Completed', 'Not Completed'}, 'Caller Closed')
Cancellation Code: (Dropdown menu {'Duplicate', 'Inappropriate'})
Note: _____
Reopen
Resolve
Cancel
Return
Return to UC2 with changes saved as needed
Return to previous edit state
[Error Message]
OK
UC7: Edit 'Closed' Ticket
Current state: Closed
Type: (Dropdown menu {'Incident', 'Request'})
[Ticket Subject]
[Ticket Caller ID]
[Ticket Category]
[Ticket Priority]
[Ticket Owner ID]
[Ticket Cancellation Code]
[Ticket Feedback Code]
Note: _____
Reopen
Return
UC6: Edit 'Resolved' Ticket
Current state: Resolved
Type: [Ticket type]
Subject: [Ticket subject]
CallerID: [Ticket CallerID]
Category: [Ticket Category]
Priority: [Ticket priority]
OwnerID: [Ticket owner id]
Cancellation Code: [Ticket cancellation code]
Resolution Code: (Dropdown menu {'Completed', 'Not Completed', 'Solved', 'Workaround', 'Not Solved', 'Caller Closed'}) (shows only codes applicable to current ticket type)
Feedback Code: (Dropdown menu {'Awaiting Caller', 'Awaiting Change', 'Awaiting Provider'})
Note: _____
Feedback
Reopen
Confirm
Return
UC8: Edit 'Canceled' Ticket
Current state: Canceled
Type: [Ticket type]
Subject: [Ticket subject]
CallerID: [Ticket CallerID]
Category: [Ticket Category]
Priority: [Ticket priority]
OwnerID: [Ticket owner id]
Cancellation Code: [Ticket cancellation code]
Resolution Code: [Ticket resolution code]
Feedback Code: [Ticket feedback code]
Note: [Ticket note]
Return