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| Use Case Name | Support-Admin |
| Related Requirements |  |
| Goal in context | Admins can see the tickets, give a response to them or delete them |
| Preconditional |  |
| Successful End Condition | Admins gives response to users tickets |
| Failed End Condition | - |
| Primary Actors | Admins |
| Secondary Actors |  |
| Trigger | Admins asks to redirect to support pannel |
| Main Flow | 1. Admin presses the support panel button 2. he/she can see all un-responded tickets 3. Select a ticket to give response to 4. Write the message for ticket 5. Click on send button |
| Extensions | - |