Admin

workLoad

assignPriority()
chooseTicket()
recordProgress()

1..*

Ticket

ticket age
ticket type
priority
ticket progress

receivePriorityAssignment()
trackProgress()

0..*

Priority

1, 2, 3, 4, or 5
(1 is most important
while 5 is least
important)

addToHoldingQueue()

Database

number of tickets
ticket priority
assignment (bool)

holdUnseenTickets()
DistributeTicket(where
priority = false)

Holding Queue

new tickets (have priority
assignment but not yet being
worked on by admin)

holdsNewTickets()
removeAdminChosenTicket()

Progress

New
On Hold
In Progressed
Finished

sendUserNotification()

Database distributes oldest ticket to admin
    The **distribution of un-prioritized** tickets **depends on** the **administrator's workload**
   Administrator assigns priority to ticket (on scale of 1-5) and it is sent to holding queue
      Holding Queue holds ticket until admin chooses it and removes tickets that are being worked on by admin
if admin is busy (already has previously chosen ticket(s)), s/he works on highest priority ticket first.
If admin does not have a ticket, s/he picks a new, highest priority ticket and works on it
Admin records ticket progress (notes, time worked on)
If admin is interrupted by high priority ticket, s/he puts current ticket on hold and works on high priority ticket until finished
When admin finishes ticket s/he marks it as resolved and sends notification to user

Example	Grammatical contsruct	UML model component
Admin	improper noun	class
receives (ticket,assignment)	doing verb (adjective, noun)	operation (attribute, class)
assign (priority)	doing verb (improper noun)	operation (class)
scale: 1,2,3,4,5	adjective	attributes