



1.

Use Case : View Request

Actors : Request creator, Approver

Type : Secondary

Description : It views all existing requests created so far.

Includes : None

Extends : None

Cross Ref : Required for 3

Use-Cases : None

2.

Use Case : Create Request

Actors : Request creator

Type : Primary and Essential

Description : It creates requests which is main aim of our system.

Includes : Ticket ID generation

Extends : None

Cross Ref : None
Use-Cases : None

3.

Use Case : Approve Request

Actors : Approver

Type : Primary and Essential

Description : It accepts or decline requests and update the value from “Pending” .

Includes : View request

Extends : None

Cross Ref : None

Use-Cases : Creator must have created requests

4.

Use Case : Send Mail

Actors : Creator, Approver

Type : Primary

Description : It sends notification to the approver after creation of request and to the creator after accepting or rejecting request.

Includes : None

Extends : None

Cross Ref : Required for 2 and 3

Use-Cases : Request must be generated successfully.