# Feature Name (Close Ticket)

## Feature Process Flow / Use Case Model

## Use Case(s)

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| **Use Case ID:** | 1.5.02 | | | |
| **Use Case Name:** | Close Ticket | | | |
| **Created By:** | Phillip Hansen | | **Last Updated By:** |  |
| **Date Created:** | 10/25/2018 | | **Last Revision Date:** |  |
| **Actors:** | | Waiter | | |
| **Description:** | | User will select ‘Close Ticket’ so they can send the ticket to their respective room number, and add it to their final bill | | |
| **Trigger:** | | User clicks on a button that says ‘Close Ticket’ | | |
| **Preconditions:** | | User had a ticket with one or multiple items that would cost over $0 | | |
| **Postconditions:** | | 1. User can close a ticket out completely, and deactivated after successful | | |
| **Normal Flow:** | | 1. User will click on ‘Close Ticket’ at the top of the screen 2. If there are more than one guests, a pop-up will appear 3. The new window will allow the user to select multiple guests at a time to close them out individually or in different groups   Ex. Guest one and Guest Two can be selected to close as one ticket, and Guest Three will be prompted afterwards since they are alone   1. A new screen will display an option to send the bill to the respected room number to add to their final bill before they checkout of the resort | | |
| **Alternative Flows:**  **[Alternative Flow 1 – Not in Network]** | | [Document **legitimate** branches from the main flow to handle special conditions (also known as extensions). For each alternative flow reference the branching step number of the normal flow and the condition which must be true in order for this extension to be executed. e.g. Alternative flows in the *Withdraw Cash* transaction:  4a. In step 4 of the normal flow, if the customer is not in the bank network   1. System will prompt customer to accept network fee 2. Customer accepts 3. Use Case resumes on step 5   4b. In step 4 of the normal flow, if the customer is not in the bank network   1. System will prompt customer to accept network fee 2. Customer declines 3. Transaction is terminated 4. Use Case resumes on step 9 of normal flow   Note: Insert a new row for each distinctive alternative flow. ] | | |
| **Exceptions:** | | 1. N/A | | |
| **Includes:** | | [List any other use cases that are included (“called”) by this use case. Common functionality that appears in multiple use cases can be split out into a separate use case that is included by the ones that need that common functionality. e.g. steps 1-4 in the normal flow would be required for all types of ATM transactions- a Use Case could be written for these steps and “included” in all ATM Use Cases.] | | |
| **Frequency of Use:** | | As often as needed | | |
| **Special Requirements:** | | User Interface  1. User will be prompted to enter a room number  a. Optionally, the computer could retrieve information about the room number ex. A name used under the room number, to clarify it is the correct room to send the bill | | |
| **Assumptions:** | | User understands english | | |
| **Notes and Issues:** | | 1. N/A | | |