# Feature Name (View Feedback)

## Feature Process Flow / Use Case Model

## Use Case(s)

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| **Use Case ID:** | 2.2.14 | | | |
| **Use Case Name:** | View Feedback | | | |
| **Created By:** | Eduardo Colon | | **Last Updated By:** |  |
| **Date Created:** | 09/18/2018 | | **Last Revision Date:** |  |
| **Actors:** | | Admin ,Database (Secondary) | | |
| **Description:** | | The Admin wishes to review feedback in the system, so he can create reports for quality. | | |
| **Trigger:** | | 1. System displays the functionality options | | |
| **Preconditions:** | | 1. Admin must have an active account with menu role privileges 2. Admin must be logged in | | |
| **Postconditions:** | | what must happen even if the actor’s goal is not achieved  1. Admin won’t be able to review feedback from user  what happens when the actor’s goal is achieved   1. Admin will be able to review feedback from user | | |
| **Normal Flow:** | | 1. Admin needs to review feedbacks from users 2. System displays the feedback tab 3. Admin press the feedback tab 4. System displays feedback list 5. Admin Select a feedback from the list 6. Admin Press the Review Feedback button 7. System displays the details of that feedback 8. Admin close the feedback | | |
| **Alternative Flows:**  **[Alternative Flow 1 Not**  **In System]** | | 5a. In step 5 of the normal flow, if there is not selected feedback.  1. System displays an error message  2. Admin acknowledges the error  3. The System returns to step 4 of the normal | | |
| **Exceptions:** | | NA | | |
| **Includes:** | | NA | | |
| **Frequency of Use:** | | On Demand: 1 -50 times per day | | |
| **Special Requirements:** | | NA | | |
| **Assumptions:** | | NA | | |
| **Notes and Issues:** | | There are no open issues | | |