# Manager Create Maintenance Ticket

## Feature Process Flow / Use Case Model

## Use Case(s)

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| **Use Case ID:** | 2.1.06 | | | |
| **Use Case Name:** | Create Maintenance Ticket | | | |
| **Created By:** | Kevin Broskow | | **Last Updated By:** |  |
| **Date Created:** | 9/19/18 | | **Last Revision Date:** |  |
| **Actors:** | | Manager, Maintenance system(secondary) | | |
| **Description:** | | Allow user to create a maintenance ticket | | |
| **Trigger:** | | User selects create new ticket button | | |
| **Preconditions:** | | User is logged into the maintenance system  User selects a button labeled Create Ticket | | |
| **Postconditions:** | | A maintenance ticket has been created and sent to the maintenance department | | |
| **Normal Flow:** | | 1. User has selected the button labeled create ticket 2. System pulls up a form containing all the necessary fields to generate a new ticket 3. System awaits user entering in all the correct informational fields, user signifies completion by selecting a button labeled finish 4. System confirms all fields have information entered into them 5. System queries database and creates a new record 6. System prints a confirmation to user and awaits acknowledgement 7. System returns user to maintenance viewer | | |
| **Alternative Flows:**  **[Alternative Flow 1 – Not in Network]** | | 4) User has not enter information into all fields  4a) System prints an error message to the user and awaits acknowledgement  4b) System returns user to basic flow 3 and focuses on first unfinished field | | |
| **Exceptions:** | | 5)Database query fails  5a) System prints an error message alerting user of a problem and awaits user acknowledgement  5b)System returns to basic flow step 1 | | |
| **Includes:** | | Inventory System | | |
| **Frequency of Use:** | | 3+ Per week | | |
| **Special Requirements:** | | NA | | |
| **Assumptions:** | | All user information is entered correctly and is accurate | | |
| **Notes and Issues:** | |  | | |