# Feature Name Add Maintenance Ticket

## Feature Process Flow / Use Case Model

## Use Case(s)

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| --- | --- | --- | --- | --- |
| **Use Case ID:** | 5.1.1 | | | |
| **Use Case Name:** | Enter a short name for the Use Case using an active verb phrase. e.g. Withdraw Cash | | | |
| **Created By:** | Wes Richardson | | **Last Updated By:** |  |
| **Date Created:** | 9-14-2018 | | **Last Revision Date:** |  |
| **Actors:** | | Receptionists or Concierge | | |
| **Description:** | | Add a new Maintenance Ticket to the List | | |
| **Trigger:** | | Some issue in need of maintenance | | |
| **Preconditions:** | | The user is logged in | | |
| **Postconditions:** | | A new Maintenance Ticket is in the system  The user is returned to the starting screen | | |
| **Normal Flow:** | | The user clicks New Maintenance Ticket  The user fills out the form  The user clicks submit  The user is informed the ticket has been added  The user is returned to the starting screen | | |
| **Alternative Flows:**  **[Alternative Flow 1 – Not in Network]** | |  | | |
| **Exceptions:** | | The user does not fill out the needed boxes, cannot continue  The user fills out wrong information cannot continue e.g. non numbers in a number only field | | |
| **Includes:** | |  | | |
| **Frequency of Use:** | | 5 times a day | | |
| **Special Requirements:** | |  | | |
| **Assumptions:** | | The user knows English | | |
| **Notes and Issues:** | |  | | |