# Feature Name View List of Maintenance Tickets

## Feature Process Flow / Use Case Model

## Use Case(s)

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| --- | --- | --- | --- | --- |
| **Use Case ID:** | 5.2.5 | | | |
| **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  Maintenance | | |
| **Description:** | | View List of Maintenance Tickets | | |
| **Trigger:** | | The user needs to look at a lists of maintenance tickets | | |
| **Preconditions:** | | The user is logged in | | |
| **Postconditions:** | | The screen displays a list of Maintenance Tickets | | |
| **Normal Flow:** | | The user click view maintenance tickets | | |
| **Alternative Flows:**  **[Alternative Flow 1 – Not in Network]** | |  | | |
| **Exceptions:** | | Database issues | | |
| **Includes:** | | View Maintenance Ticket Details  Alter Maintenance Ticket  Mark Maintenance Ticket as done | | |
| **Frequency of Use:** | | 5 times a day | | |
| **Special Requirements:** | |  | | |
| **Assumptions:** | | The user knows English | | |
| **Notes and Issues:** | |  | | |