# Feature Name View Maintenance Ticket Details

## Feature Process Flow / Use Case Model

## Use Case(s)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Use Case ID:** | 5.2.8 | | | |
| **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 Maintenance Ticket Details | | |
| **Trigger:** | | [Identify the event that initiates the use case. This could be an external business event or system event that causes the use case to begin, or it could be the first step in the normal flow.] | | |
| **Preconditions:** | | The user is logged in | | |
| **Postconditions:** | | The screen displays the details of a maintenance ticket | | |
| **Normal Flow:** | | The user clicks view maintenance tickets  The user clicks on the maintenance ticket  The user clicks view details | | |
| **Alternative Flows:**  **[Alternative Flow 1 – Not in Network]** | |  | | |
| **Exceptions:** | | Database issues | | |
| **Includes:** | | View list of Maintenance Tickets  Alter Maintenance Ticket  Mark Maintenance Ticket as Complete | | |
| **Frequency of Use:** | | 5 times a day | | |
| **Special Requirements:** | |  | | |
| **Assumptions:** | | The user knows Englsih | | |
| **Notes and Issues:** | |  | | |