# Feature Name: Retrieve Maintenance Ticket By Department

## Feature Process Flow / Use Case Model

## Use Case(s)

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| **Use Case ID:** | 5.2.34 | | | |
| **Use Case Name:** | Retrieve Maintenance Ticket by Department | | | |
| **Created By:** | James Heim | | **Last Updated By:** | James Heim |
| **Date Created:** | 2018-09-13 | | **Last Revision Date:** | 2018-09-21 |
| **Actors:** | | Shuttle Driver | | |
| **Description:** | | To view all maintenance tickets with matching criteria. | | |
| **Trigger:** | | Normal Flow Step 1. | | |
| **Preconditions:** | | 1. Shuttle Driver has logged into the software. 2. A ticket has already been made. 3. The Shuttle Driver knows the department that made the ticket. | | |
| **Postconditions:** | | 1. Matching tickets are displayed. | | |
| **Normal Flow:** | | 1. Driver selects “Search Tickets” 2. Driver types employee name into search and confirms. 3. System retrieves all tickets created by selected department. | | |
| **Alternative Flows:** | | 3a. No ticket was found made by that department.   1. System tells user no tickets were found. 2. Return to Normal Flow Step 2. | | |
| **Exceptions:** | | No Exceptions | | |
| **Includes:** | | No inclusions. | | |
| **Frequency of Use:** | | 200 per day. | | |
| **Special Requirements:** | | No special requierments. | | |
| **Assumptions:** | | No assumptions | | |
| **Notes and Issues:** | | No issues. | | |