# Feature Name: Browse Open Maintenance Tickets

## Feature Process Flow / Use Case Model

## Use Case(s)

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| **Use Case ID:** | 5.2.35 | | | |
| **Use Case Name:** | Browse Open Maintenance Tickets | | | |
| **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 open maintenance tickets. | | |
| **Trigger:** | | Normal Flow Step 1. | | |
| **Preconditions:** | | 1. Shuttle Driver has logged into the software. | | |
| **Postconditions:** | | 1. All open tickets are displayed. | | |
| **Normal Flow:** | | 1. Driver selects “Browse Open Tickets” 2. System returns list of all open tickets. | | |
| **Alternative Flows:** | | 3a. No open tickets   1. System returns message “There are no open tickets.” | | |
| **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. | | |