# Feature Name: Browse All Maintenance Tickets

## Feature Process Flow / Use Case Model

## Use Case(s)

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| **Use Case ID:** | 5.2.36 | | | |
| **Use Case Name:** | Browse All 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 maintenance tickets in a timeframe. | | |
| **Trigger:** | | Normal Flow Step 1. | | |
| **Preconditions:** | | 1. Shuttle Driver has logged into the software. | | |
| **Postconditions:** | | 1. All tickets are displayed matching the selected dates. | | |
| **Normal Flow:** | | 1. Driver selects “Browse Tickets by Creation Date” 2. System displays date pickers for start and end date to search tickets by. 3. Driver selects start and end dates. 4. System returns list of all tickets created between selected dates. | | |
| **Alternative Flows:** | | 3a. No closed tickets in that timeframe.   1. System returns message “There are no tickets between selected start and end dates.” | | |
| **Exceptions:** | | No Exceptions | | |
| **Includes:** | | No inclusions. | | |
| **Frequency of Use:** | | 10 per day. | | |
| **Special Requirements:** | | No special requierments. | | |
| **Assumptions:** | | No assumptions | | |
| **Notes and Issues:** | | No issues. | | |