# Feature Name: Update Maintenance Ticket

## Feature Process Flow / Use Case Model

## Use Case(s)

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| **Use Case ID:** | 5.3.15 | | | |
| **Use Case Name:** | Create Maintenance Ticket | | | |
| **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 update the progress of a maintenance ticket. | | |
| **Trigger:** | | Normal Flow Step 1. | | |
| **Preconditions:** | | 1. Shuttle Driver has logged into the software. 2. A ticket has already been made. | | |
| **Postconditions:** | | 1. Ticket is marked as closed. | | |
| **Normal Flow:** | | 1. Driver selects open ticket. 2. Driver selects close ticket. 3. System closes ticket. | | |
| **Alternative Flows:** | |  | | |
| **Exceptions:** | | No Exceptions | | |
| **Includes:** | |  | | |
| **Frequency of Use:** | |  | | |
| **Special Requirements:** | |  | | |
| **Assumptions:** | |  | | |
| **Notes and Issues:** | |  | | |