# Create Account

## Feature Process Flow / Use Case Model

## Use Case(s)

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| **Use Case ID:** | SSA\_Customer\_CreateFeedbackReport | | | |
| **Use Case Name:** | Create Feedback Report | | | |
| **Created By:** | Austin Berquam | | **Last Updated By:** | 9/12/2018 |
| **Date Created:** | 9/12/2018 | | **Last Revision Date:** |  |
| **Actors:** | | Primary: Customer | | |
| **Description:** | | User enters in feedback about a product | | |
| **Trigger:** | | The user selects “Feedback” | | |
| **Preconditions:** | | 1. User is logged in | | |
| **Postconditions:** | | 1. The User successfully submits Feedback Report | | |
| **Normal Flow:** | | 1. The User selects “Feedback” 2. The User enters in a rating along with a description 3. The Customer submits request 4. The request has been approved | | |
| **Alternative Flows:** | | 1. The User doesn’t enter in the rating(Step 3)    1. The Program displays an error message    2. The User acknowledges the error    3. The Program returns to Normal Flow Step 2 | | |
| **Exceptions:** | | N/A | | |
| **Includes:** | | N/A | | |
| **Frequency of Use:** | | On demand | | |
| **Special Requirements:** | | N/A | | |
| **Assumptions:** | | The customer has made a purchase | | |
| **Notes and Issues:** | | N/A | | |