# **Feature Name: RetrieveHousekeepingRequest**

## ***Feature Process Flow / Use Case Model***

## ***Use Case(s)***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Use Case ID:** | 7.4.07 | | | |
| **Use Case Name:** | RetrieveHousekeepingRequest | | | |
| **Created By:** | Dalton Cleveland | | **Last Updated By:** | Dalton Cleveland |
| **Date Created:** | 2019-05-02 | | **Last Revision Date:** |  |
| **Actors:** | | Front Desk | | |
| **Description:** | | Retrieves an existing housekeeping request | | |
| **Trigger:** | | User selects the option to retrieve an existing housekeeping request | | |
| **Preconditions:** | | 1. The assumptions are true | | |
| **Postconditions:** | | 1. An existing request is retrieved | | |
| **Normal Flow:** | | 1. User selects the option to retrieve an existing housekeeping request 2. The system looks for a request matching the users request 3. The system displays the appropriate request 4. User views the request 5. User closes window. 6. System returns the user to the list of current requests | | |
| **Alternative Flows:** | | 1a. There are no alternative flows at this time. | | |
| **Exceptions:** | | 1a. There are no existing requests.   1. The system alerts the user that there are no requests available 2. The use case resumes on step 6 of the normal flow.   2a. The request failed to retrieve   1. The system alerts the user that there was an error retrieving the request 2. The use case resumes on step 6 of the normal flow. | | |
| **Includes:** | | Create, Update, Deactivate HousekeepingRequest | | |
| **Frequency of Use:** | | As needed. | | |
| **Special Requirements:** | | None at this time. | | |
| **Assumptions:** | | User is logged in  User has access  A housekeeping request already exists | | |
| **Notes and Issues:** | | None at this time. | | |