# **Feature Name: CreateMaintenance Ticket**

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

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

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Use Case ID:** | 5.1.01 | | | |
| **Use Case Name:** | Create Maintenance Ticket | | | |
| **Created By:** | Dalton Cleveland | | **Last Updated By:** | Dalton Cleveland |
| **Date Created:** | 2019-02-14 | | **Last Revision Date:** | 2019-02-14 |
| **Actors:** | | Receptionist | | |
| **Description:** | | To create a maintenance ticket. | | |
| **Trigger:** | | User selects the option to create a maintenance ticket | | |
| **Preconditions:** | | 1. The assumptions are true | | |
| **Postconditions:** | | 1. A new ticket is created | | |
| **Normal Flow:** | | 1. User selects the option to create a new maintenance ticket 2. User fills out the form accordingly. 3. User clicks submit 4. System creates a new maintenance ticket 5. System adds new ticket into list of current maintenance tickets 6. System brings the user back to the list of current tickets | | |
| **Alternative Flows:** | | 3a. User selects the option to cancel.   1. System asks the user if they want to abandon their changes 2. User selects yes 3. System closes the window and returns the user to the list of current tickets   3a. User selects the option to cancel.   1. System asks the user if they want to abandon their changes 2. User selects no 3. System returns the user to continue creating the ticket. | | |
| **Exceptions:** | | 1a. The user doesn't fill out the form correctly and tries to submit   1. The system alerts the user of their errors . 2. Returns user to step 2 of the normal flow. | | |
| **Includes:** | | Retrieve, Update, Deactivate Maintenance Ticket | | |
| **Frequency of Use:** | | As needed. | | |
| **Special Requirements:** | | None at this time. | | |
| **Assumptions:** | | User is logged in  User has access | | |
| **Notes and Issues:** | | None at this time. | | |