# Use Case Name: Create Maintenance Ticket

## Feature Process Flow / Use Case Model

## Use Case(s)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Use Case ID:** | 2.1.16 | | | |
| **Use Case Name:** | Create Maintenance Ticket | | | |
| **Created By:** | Kevin Broskow | | **Last Updated By:** | Dalton Cleveland |
| **Date Created:** | 2018-09-19 | | **Last Revision Date:** | 2018-11-08 |
| **Actors:** | | Manager, Maintenance system(secondary) | | |
| **Description:** | | Allow Manager to create a maintenance ticket | | |
| **Trigger:** | | Manager selects create new ticket button | | |
| **Preconditions:** | | The assumptions are true. | | |
| **Postconditions:** | | A maintenance ticket has been created and sent to the maintenance department | | |
| **Normal Flow:** | | 1. Manger selects Create a Maintenance Ticket 2. System pulls a list from the database of the available Maintenance forms 3. Manager selects which form they would like to fill out 4. System pulls up a form containing all the necessary fields to generate a new ticket 5. Manger fills out the form 6. Manger presses submit button 7. System validates form 8. System queries database and creates a new record 9. System prints a confirmation to Admin and awaits acknowledgement 10. System returns user to maintenance viewer | | |
| **Alternative Flows:** | | 6a) Form has partially-filled in fields, or some fields have missing or incorrect information   1. System prompts Admin to re-enter information. 2. Use Case resumes on step 5 of Normal Flow | | |
| **Exceptions:** | | 6a) Database connection is not made or interrupted   1. System alerts Admin of Database issue. 2. Use Case resumes on step 1 of Normal Flow | | |
| **Includes:** | | Inventory System | | |
| **Frequency of Use:** | | On demand | | |
| **Special Requirements:** | | N/A | | |
| **Assumptions:** | | 1. All user information is entered correctly and is accurate 2. User is logged into the maintenance system 3. User has access | | |
| **Notes and Issues:** | | Assumes there will multiple types of maintenance forms with different types of data fields. Customer verbally illustrated this to Activity Diagram team. | | |