# Feature Name View List of Maintenance Tickets

## Feature Process Flow / Use Case Model

## Use Case(s)

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| **Use Case ID:** | 5.2.05 | | | |
| **Use Case Name:** | View List of Maintenance Tickets | | | |
| **Created By:** | Wes Richardson | | **Last Updated By:** | Dalton Cleveland |
| **Date Created:** | 2018-09-14 | | **Last Revision Date:** | 2018-11-15 |
| **Actors:** | | Receptionists or Concierge  Maintenance Worker | | |
| **Description:** | | View List of Maintenance Tickets | | |
| **Trigger:** | | User selects the option to view maintenance tickets | | |
| **Preconditions:** | | 1. The assumptions are true | | |
| **Postconditions:** | | 1. The screen displays a list of Maintenance Tickets | | |
| **Normal Flow:** | | 1. The user clicks the option to view maintenance tickets 2. System returns the list of current maintenance tickets 3. User views the list of maintenance tickets that was retrieved 4. User closes the window of maintenance tickets 5. System returns the user back to the previous page | | |
| **Alternative Flows:** | | There are none at this time | | |
| **Exceptions:** | | 2a. The system cannot find the list of maintenance tickets   1. The system alerts the user that it could not find the desired list 2. User acknowledges the systems prompt 3. The system returns the user back to the previous page | | |
| **Includes:** | | Create Maintenance Ticket  View Maintenance Ticket Details  Update Maintenance Ticket  Mark Maintenance Ticket as done | | |
| **Frequency of Use:** | | As needed | | |
| **Special Requirements:** | | None at this time | | |
| **Assumptions:** | | User is logged in.  User has permissions. | | |
| **Notes and Issues:** | | None at this time | | |