# Feature Name View Maintenance Ticket Details

## Feature Process Flow / Use Case Model

## Use Case(s)

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| **Use Case ID:** | 5.2.08 | | | |
| **Use Case Name:** | View Maintenance Ticket Details | | | |
| **Created By:** | Wes Richardson | | **Last Updated By:** | Dalton Cleveland |
| **Date Created:** | 9-14-2018-09-14 | | **Last Revision Date:** | 2018-11-15 |
| **Actors:** | | Receptionists or Concierge  Maintenance | | |
| **Description:** | | View Maintenance Ticket Details | | |
| **Trigger:** | | The user clicks view details on a item in the list of Maintenance Tickets | | |
| **Preconditions:** | | The assumptions are true | | |
| **Postconditions:** | | The screen displays the details of a maintenance ticket | | |
| **Normal Flow:** | | 1. The user clicks view maintenance tickets 2. The system displays the list of current maintenance tickets 3. The user clicks view details button next to the list item 4. The system displays the details of the maintenance ticket 5. The user reads the details of the ticket 6. The user closes the detail window 7. The system returns the user to the previous screen | | |
| **Alternative Flows:** | | 1a. The system cannot find the list of maintenance tickets   1. The system alerts the user that it could not find any current tickets 2. The user acknowledges the systems prompt 3. The system returns the user back to the previous page | | |
| **Exceptions:** | | Database issues | | |
| **Includes:** | | View list of Maintenance Tickets  Alter Maintenance Ticket  Mark Maintenance Ticket as Complete | | |
| **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 | | |