# Feature Name: UpdateMaintenance Ticket

## Feature Process Flow / Use Case Model

## Use Case(s)

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| **Use Case ID:** | 5.3.15 | | | |
| **Use Case Name:** | Update Maintenance Ticket | | | |
| **Created By:** | James Heim | | **Last Updated By:** | Dalton Cleveland |
| **Date Created:** | 2018-09-13 | | **Last Revision Date:** | 2018-11-08 |
| **Actors:** | | Shuttle Driver | | |
| **Description:** | | To update the progress of a maintenance ticket. | | |
| **Trigger:** | | User selects the option to update maintenance ticket | | |
| **Preconditions:** | | 1. The assumptions are true 2. A ticket has already been made. | | |
| **Postconditions:** | | 1. Ticket is updated | | |
| **Normal Flow:** | | 1. User selects a specific maintenance ticket 2. System returns the details about that ticket 3. User selects the option to update ticket 4. System allows user to make changes to the ticket 5. User makes their desired changes to the ticket. 6. User chooses the option to save changes 7. System asks the user if they are sure they would like to submit their changes 8. System saves the users changes and shows the tickets updated details | | |
| **Alternative Flows:** | | 6a. The system asks the user if they would like to save their changes   1. The user accepts the offer to save changes 2. The use case resumes on step 8 of the normal flow   6b. The system asks the user if they would like to save their changes   1. The user declines the offer to save changes 2. The use case resumes on step 4 of the normal flow | | |
| **Exceptions:** | | 6a. The user doesn't make any changes and tries to save.   1. The system alerts the user that no changes were made. 2. Returns user to step 4 of the normal flow. | | |
| **Includes:** | | Create, Retrieve, Delete 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. | | |