1. **Login** Use Case Description
2. Actors 🡪 Employee and Administrator
3. Pre-Condition: None
4. Basic Flow

|  |  |
| --- | --- |
| User Action | System Response |
| 1. The staff member will enter their username and password and request the system to log in | 1. The system retrieves the staff’s name and presents the list of all open tickets for this staff and open tickets which are unassigned |

1. Post-Condition: Logs the login information, Get List of Tickets
2. Business Rules:

* Only valid username and password of a particular staff
* Only active members can log in

1. **Logout** Use Case Description
2. Actors 🡪 Employee and Administrator
3. Pre-Condition: Login
4. Basic Flow

|  |  |
| --- | --- |
| User Action | System Response |
| The staff member will attempt to log out. | The system will show the login screen. |

1. Post-Condition: None
2. Business Rules: None
3. **Get List of Tickets** Use Case Description
4. Actors 🡪 Employee and Administrator
5. Pre-Condition: Login
6. Basic Flow

|  |  |
| --- | --- |
| User Action | System Response |
| 1. After Logging in the system or going to the main screen of the system it will get the new tickets. | 1. The system will get a list of tickets order by a certain priority and display them to the user |

1. Post-Condition: None
2. Business Rules:

* Tickets with a due date will show with a higher priority
* Tickets assigned to this staff will have higher priority
* Tickets which customers and staff are from the same country will have a higher priority
* Tickets will then be ordered by creation date

1. **Create Ticket** Use Case Description
2. Actors 🡪 Employee and Administrator
3. Pre-Condition: Login
4. Basic Flow

|  |  |
| --- | --- |
| User Action | System Response |
| The staff member will receive a call from a customer and he will search for that customer using his name. | The system will show the information about that particular customer. The system will show also all the tickets for this customer |
| The staff will insert the description of the customer’s problem as the description of the tickle along with the personal contact information. The staff will have the ability to assign this ticket to a particular staff member in the company if needed. | The system will display a message that the ticket was created successfully with an approximate due date. |

1. Post-Condition: Creates the ticket
2. Business Rules: The customer must be an existing customer.
3. **Send Ticket** Use Case Description
4. Actors 🡪 Employee and Administrator
5. Pre-Condition: Login, there should be an open ticket
6. Basic Flow

|  |  |
| --- | --- |
| User Action | System Response |
| The staff will select an open ticket | The system will show complete information of that open ticket |
| The staff will thereafter assign this open ticket to another staff who can help that customer with that particular question. | The system will display a message that the ticket was assigned successfully to the selected staff. |

1. Post-Condition: Creates log history in the database and assign that ticket to the employee
2. Business Rules: The staff to which the ticket is heading towards must be an active staff.
3. **Manage Ticket** Use Case Description
4. Actors 🡪 Employee and Administrator
5. Pre-Condition: Login, there should be an open ticket
6. Basic Flow

|  |  |
| --- | --- |
| User Action | System Response |
| The staff will select an open ticket | The system will show complete information of that open ticket |
| The staff will perform operations such as: update, delete and edit on this particular ticket | The system will display a message that the ticket was modified successfully. |

1. Post-Condition: Creates log history in the database and modifies that ticket.
2. Business Rules: None
3. **Manage Employee** Use Case Description
4. Actors 🡪 Administrator
5. Pre-Condition: Login.
6. Basic Flow

|  |  |
| --- | --- |
| User Action | System Response |
| The administrator will perform operations such as: add, update, edit and delete an employee. | The system will display a message that the employee was created or modified successfully. |

1. Post-Condition: Creates or modifies the employee
2. Business Rules: None
3. **Manage Stores** Use Case Description
4. Actors 🡪 Administrator
5. Pre-Condition: Login.
6. Basic Flow

|  |  |
| --- | --- |
| User Action | System Response |
| The administrator will perform operations such as: add, update, edit and delete a store. | The system will display a message that the store was created or modified successfully. |

1. Post-Condition: Creates or modifies the store
2. Business Rules: None
3. **See employee graphs** Use Case Description
4. Actors 🡪 Administrator
5. Pre-Condition: Login.
6. Basic Flow

|  |  |
| --- | --- |
| User Action | System Response |
| The administrator will analyze the work done by the staff by examining the graph of the employee. | The system will display a graph with all the employees and the tickets which has been closed by each of the employees |

1. Post-Condition: None
2. Business Rules: None