|  |
| --- |
| Use Case Title: Report Processing |
| Primary Actor: Moror |
| Level: Kite (summary) |
| Stakeholders: Drivers at a traffic light |
| Precondition: There is a traffic light malfunction |
| Minimal Guarantee: Traffic light malfunction won’t be fixed |
| Success Guarantee: Traffic light malfunction is corrected |
| Trigger: Driver or citizen sees the malfunction |
| Main Success Scenario:   1. Driver sees the malfunction. 2. Driver reports the malfunction through the app. 3. Report gets sent by the app successfully. 4. Moror officer validates the case. 5. Case is accepted. 6. Moror officer sends the case to maintenance team. 7. Maintenance team fix the malfunction. 8. Moror officer oversees the case until its done. 9. Case is fixed. 10. Moror officer changes the status of the case from processing to Done. |
| Extensions:  1a- app doesn’t send the report to Moror.  1a1. App doesn’t notify user of the report status.  1a2. User re sends the report through the app.  1b- the report is not a valid issue or malfunction.  1b1. Moror officer validates if the report is valid.  1b2. Moror officer rejects the report. |