

Scenario 5: Non-Conformance Report

End User	User Services	ECS
<p>User calls U.S. to report a software defect.</p>	<p>Rep clicks Problem Report Icon.</p> <p>Rep fills in items in PR (e.g. application, platform, version, description, etc.) based on User's inputs.</p> <p>Rep confirms items with user, and submits report.</p>	<p>P.R. Application starts up.</p> <p>Application transmits the PR to the TBD subsystem.</p>