CRC card exercise

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Consider the following (deliberately imprecise) brief.

> You are developing a problem reporting and management system for
> TrustUsSoft, a company that sells many different software products.
> The system must allow users to report problems, but only if they
> have valid product ID entitling them to support for the product
> in question, or TrustUsSoft All-product Support subscriptions that
> have not already been used to report more than 2 problems. It must
> allocate each problem to a member of support staff who has the
> appropriate training for the problem. If the support staff member
> who has been allocated a problem is unable to solve it, it must be
> passed on to a more experienced staff member. If the support staff
> member signals that s/he believes the customers' problem to be a
> bug, s/he should be prompted for appropriate details to construct a
> bug report for TrustUsSoft's existing internal bug reporting system.
> Problems are given an "urgency rating" between 1 and 10 using a
> complex algorithm combining the status of the customer, the nature
> of the problem, and the product. If a problem's base urgency rating
> is 5 or more, then it increases by one point every working day until
> it is resolved. Problems with urgency rating greater than 7 must be
> assigned to a set of support staff members in different timezones so
> that work on the problem can continue round the clock.

Use the CRC card method outlined in the slides to construct a suitable set
of classes with their responsibilities and collaborations.