|  |  |
| --- | --- |
| External Event | Use Case |
| Customer creates an account | Customer Account Creation |
| Customer searches for vehicles | Vehicle Search and Reservation |
| Customer makes a reservation | Vehicle Search and Reservation |
| Customer picks up the vehicle | Vehicle Pickup and Identity Verification |
| Customer returns the vehicle | Vehicle Return and Condition Logging |
| Customer submits feedback | Feedback Submission |
| Customer accesses reservation history | Customer Reservation History Access |
| CRM Manager reviews loyalty points | Loyalty Program and Rewards Tracking |
| Administrator generates reports | Reporting and Analytics Generation |

|  |  |  |
| --- | --- | --- |
| Temporal Event | Use Case | Trigger Point |
| A rental period begins | Vehicle Search and Reservation | When the customer selects the rental start date. |
| A rental period ends | Vehicle Return and Condition Logging | When the customer returns the vehicle. |
| Customer submits feedback after rental | Feedback Submission | Immediately after the vehicle is returned. |
| Loyalty points are updated after each rental | Loyalty Program and Rewards Tracking | At the completion of each rental transaction. |

|  |  |  |
| --- | --- | --- |
| State Event | Use Case | State Change |
| Customer account is created | Customer Account Creation | Account state changes from "not created" to "active." |
| Vehicle is reserved | Vehicle Search and Reservation | Vehicle status changes from "available" to "reserved." |
| Vehicle is picked up | Vehicle Pickup and Identity Verification | Vehicle status changes from "reserved" to "in use." |
| Vehicle is returned | Vehicle Return and Condition Logging | Vehicle status changes from "in use" to "available." |
| Feedback is submitted | Feedback Submission | Customer feedback state changes from "not submitted" to "submitted." |