|  |  |  |  |
| --- | --- | --- | --- |
| Event Type | User | Use Case | Description |
| Account Creation | Customer | Customer Account Creation | Customer registers by entering personal details and receives a confirmation email. |
| Vehicle Search | Customer | Vehicle Search and Reservation | Customer searches and filters available cars based on criteria like type and price. |
| Vehicle Reservation | Customer | Vehicle Search and Reservation | Customer selects a vehicle and receives a rental quote, confirming the reservation. |
| Identity Verification | Customer Service Staff | Vehicle Pickup and Identity Verification | Staff verify the customer's identity and reservation details at the time of pickup. |
| Vehicle Inspection | Fleet Manager | Vehicle Return and Condition Logging | Fleet manager inspects the vehicle upon return, noting its condition and any issues. |
| Feedback Submission | Customer | Feedback Submission | Customer submits feedback after completing the rental process. |
| Loyalty Points Tracking | CRM Manager | Loyalty Program and Rewards Tracking | System tracks and updates customer loyalty points after each rental. |
| Reservation History Access | Customer | Customer Reservation History Access | Customer views and manages their past and upcoming reservations. |
| Report Generation | Administrator | Reporting and Analytics Generation | Administrator generates reports on revenue, usage, and feedback for decision-making. |