**Use Case Scenario: Updating Notifications and Rating System**

**1. Use Case Name**

Update Notifications and Manage Rating System

**2. Actors (Who is involved?)**

* **Customer (User):** The person who books and rents cars.
* **System (Car Rental Platform):** Automatically sends notifications and stores ratings.
* **Admin:** Can view customer ratings and feedback.

**3. Goal**

To allow customers to receive updated notifications about their bookings (such as booking confirmation, car availability, return reminders) and to give them a simple way to rate their rental experience.

**4. Preconditions**

* The customer must have an account in the system.
* The customer should have made at least one booking.
* The system must have access to customer details (email, phone number, or in-app notifications).

**5. Main Flow (Step-by-Step Scenario)**

**A. Updating Notifications**

1. The customer logs into the car rental system.
2. The system checks for any updates related to the customer’s bookings.
   * Example: “Your car is ready for pickup” or “Your booking is confirmed.”
3. The customer receives notifications via the app, email, or SMS.
4. If the booking is modified (e.g., time changed, car not available), the system immediately updates the notification.
5. The customer views the notification and takes action if needed (such as confirming or canceling the booking).

**B. Rating System**

1. After returning the car, the customer gets a notification: *“Please rate your rental experience.”*
2. The customer clicks the notification and sees the rating screen.
3. The customer gives a star rating (1 to 5) and optionally writes a short comment.
4. The system saves the rating and feedback.
5. The admin can log in to view ratings and use them to improve services (e.g., remove low-quality cars or reward well-rated drivers).

**6. Postconditions (After the use case ends)**

* Notifications are up-to-date and delivered to the customer.
* Customer ratings are stored successfully in the system.
* Admin has access to view and analyze customer ratings.

**7. Alternative Flows**

* If the customer ignores a notification, the system may send a reminder.
* If the internet is not available, the notification will be delivered once the user reconnects.
* If the customer skips giving a rating, the system will store a “no rating given” record.