**Use Case Description**

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| Name of Use Case | Book a room |
| Actor | Customer/User |
| Description | Describes the process by which a user books a room |
| Successful Completion | Customer enters their personal details  The information is stored in a dataframe  The chatbot confirms the customer’s reservation |
| Alternative | None |
| Precondition | The user is ready to book a cruise |
| Postcondition | The user gives the chatbot their personal information  The user’s cruise is booked and their information is added to the database |
| Assumptions | None |