Provide Feedback Use case

Use Case:	Provide Feedback
Trigger:	The customer wants to provide feedback to the car garage.
Actors:	Customer and garage staff
Preconditions:	The customer is registered with this car garage. The customer had received service from the car garage.
Main Scenario:	
1.	The customer contacts the garage staff to provide feedback on the service he/she received.
2.	The garage staff listens to the customer's feedback.
3.	The garage staff thanks the customer for their feedback.
4.	If the feedback is negative, the garage staff apologizes and considers taking steps to resolve any issues.
5.	The garage staff reflects on the customer feedback and notes down any actions to be taken in response to the feedback.
Exceptions:	
1a	1. The garage staff does not reply and the customer does not provide feedback. 2. The use case ends and the customer does not provide feedback.
2a	1. The customer provides inappropriate feedback which results in the garage staff ending the call. 2. The use case ends as the customer failed to provide appropriate feedback.