Provide Feedback Use case

Use Case:	Provide Feedback
Trigger:	The customer wants to provide feedback to the car garage.
Actors:	Customer and Garage Clerk
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 clerk to provide feedback on the service he/she received.
2.	The clerk listens to the customer's feedback.
3.	The clerk thanks the customer for their feedback.
4.	If the feedback is negative, the clerk apologizes and considers taking steps to resolve any issues.
5.	The clerk reflects on the customer feedback and notes down any actions to be taken in response to the feedback.
Exceptions:	
1a	1. The clerk or 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 clerk ending the call. 2. The use case ends as the customer failed to provide appropriate feedback.