

Use Case (UC_2.4)	Assist customers with reservations.
Scope:	Travel Services
Level:	User Level
Intention Context:	Each customer should make at least one reservation in the company using the application.
Minimum Guarantees:	Customers do not get the assistance needed to book due to technical problems.
Success Guarantees:	Agent helps the customer to book or reserve successfully.
Primary actor:	Agent
Stakeholder's Interest:	To earn more since customers will book more by using the application.
Precondition:	Agent should be online the moment a customer opens the application.