

Use Case (UC_2.2)	Company's representatives
Scope:	Travel Services
Level:	User Level
Intention Context:	An agent should respond to client questions and offer details about vehicles.
Minimum Guarantees:	Can not communicate with clients due to technical errors and so does not inform costumers at all.
Success Guarantees:	Costumer successfully communicate with agents and discuss about choices and details.
Primary actor:	Agent
Stakeholder's Interest:	The agent should fulfill the customer needs.
Precondition:	Agents should be online 24/7.