

D7 Auto Service Center Web-App Event Table

Event Table - Customer

Event	Trigger	Source	Use Case	Response	Destination
Customer creates an account	Sign up	Customer	Account Creation	Sign Up Form Privacy & Policy	Customer
Customer logs in to web-app	Login	Customer	Customer Login	Profile Details Customer Transactions	Customer
Customer wants to book a reservation	Book Now	Customer	Service Reservation	Reservation Form Payment Options	Customer
Customer wants to chat	Chat Icon	Customer	Inquiries	Live Chat & Bot Chat	Customer & Management/ Administrator
Customer wants to view and write reviews	Review	Customer	Reviews	Review Section Updated Review Section	Customer & Management/ Administrator
Customer wants to know more about the shop	Menu	Customer	Shop Details	Services Promos Gallery FAQs Social Media Buttons About Us	Customer

Event Table – Management/Administrator

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Event	Trigger	Source	Use Case	Response	Destination
Administrator/ Management wants to manage the web-app	Manage Web- App	Management /Administrator	Manage Web-App	Updated Web-App Details	Management /Administrator
Administrator/ Management wants to manage reservation list	Reservations	Management /Administrator	Manage Reservation List	Customer Reservation List Details	Management /Administrator
Administrator/ Management wants to view statistics	Dashboard	Management /Administrator	Statistics	Statistics Report	Management /Administrator