**Event Table**

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| Event | Trigger | Source | Use Case | Response | Destination |
| Customer wants to ask for inquiry | Facebook messenger | Customer | Inquiry about information | Inquiry details | Customer |
| Customer wants to acquire services via online reservation | Facebook Messenger | Customer | Book Reservation | Reservation details | Customer, Logbook |
| Customer wants to write reviews | Facebook Reviews | Customer | Service review details | Service review details | Customer, Facebook Page |
| Customer wants to know the location of the shop | Facebook Page or Google Search | Customer | Display location of the shop | Shop location details | Customer |
| Admin responds to inquiries | Facebook messenger | Page Admin | Inquiry about information | Respond details | Customer, Page Admin |
| Admin confirm a reservation  (Also applies to rescheduling / cancellation of a reservation) | Facebook Messenger | Page Admin | Confirmed Reservation | Reservation details | Customer, Logbook |
| Admin wants to update the service center details | Page Settings | Page Admin | Update Page Information | Update information details | Page Admin, Facebook page |
| Admin wants to upload images | Facebook Uploads | Page Admin | Upload images | Uploaded Images | Page Admin, Facebook page |