Identify the system **actors** and **goals**. **(1 mark)**

Actors:

- Customer (booking the car)
- Staff
- Admins
- Managers
- QBEI

Goals:

- Customer can book a car that suits their needs, and have it confirmed
- Staff and admins can manage the online system and receive business updates
- QBEI can handle insurance

Define a detailed specification for the **main usage scenario** for the use-case of renting a car. **(4 marks)**

Use Case	Renting a car
Brief Description	The customer has the ability to search for a car that they want to rent so that they can access transport that they find suitable to their needs to get to their desired location
Initiating Actor	Customer
Actor's goal	Is to be able to search for a car they require and rent it
Participating Actor	QBEI insurance, Credit Card system, Email System, Booking System, Search Engine system
Flow of Events for Main Success Scenario	→ 1. Customer searches for car using search criteria ← 2. System displays results of the customer's search criteria → 3. (a) Customer provides booking details for car they choose, (b) customer can choose to take the insurance option (c) customer completes payment through credit card ← 4. System books the car under the customer's details, (b) computes the rental fee of the car, (c) sends a confirmation email to customer about final booking details