

Use Case Description			
Use Case Name: Conference Room Booking Modification		ID: CRB_003	Importance Level: High
Primary Actor: Customer			
Short Description: This describes how a customer modifies an existing reservation through the Cowboy Hotel Conference Room Booking System.			
Trigger: Customer calls to book a conference room or submits a booking request online.			
Type: External / Temporal			
Major Inputs:		Major Outputs:	
Description	Source	Description	Destination
Customer name	Customer	Updated reservation	Customer
Reservation ID	Customer	Confirmation Email	Customer
New date and time	Customer	Updated booking	Booking System
Reason for modification	Customer	Update email to manager	Hotel Manager
Available rooms	Booking System	Booking modification report	Booking Specialist
Existing reservations	Reservation database		
Major Steps Performed		Information for Steps	
1. Verify customer identity.		Customer name Reservation ID Customer database	
2. Retrieve existing booking details from the database.		Open request form Contact information Reservation details Reservation database	
3. Get modification request from customer.		Desired room Desired date Desired time slot	
4. Check room availability for updated details in the database.		Available rooms Existing reservations Room capacity Desired dates	