

Use Case Description			
Use Case Name: Create a Conference Booking		ID: CRB_002	Priority: High
Actor(s): Booking Specialist			
Description: This use case describes how the Booking Specialist manages reservation requests for the Cowboy Hotel's conference booking system.			
Trigger: A customer requests a conference room reservation through a booking specialist.			
Type: External / Temporal			
Major Inputs:		Major Outputs:	
Description	Source	Description	Destination
Booking details (date, time, capacity, services)	Booking Specialist	Reservation ID	Booking System
Customer information	Booking Specialist	Confirmation details	Customer
Payment details	Booking Specialist	Updated room availability	Reservation Database
Service requests (catering, AV)	Booking Specialist	Payment record	Payment System
Major Steps Performed		Information for Steps	
1. Specialist selects "Create New Booking".		Booking system interface options	
2. Specialist inputs booking details and retrieves stored customer information.		Booking form fields; Customer database	
3. System displays available rooms based on requested information.		Requested date/time; Room availability data	
4. Specialist selects a room and additional services.		Room list; Service menu	
5. System calculates total fee.		Room rates; Service pricing	
6. Specialist confirms fee with customer and initiates payment.		Fee details; Payment system interface	
7. System creates Reservation ID and stores booking.		Reservation ID; Booking log	
8. Specialist updates status to "Confirmed" upon payment verification.		Payment confirmation; Booking status	
9. System sends confirmation to customer.		Confirmation email; Customer contact info	