

Use Case Description			
Use Case Name: Conference Room Booking		ID: CRB-001	Importance Level: High
Primary Actor: Customer			
Short Description: This describes how a customer selects and reserves a conference room through the Cowboy Hotel Conference Room Booking System.			
Trigger: Customer calls to book a conference room or submits a booking request online.			
Type: <u>External</u> / Temporal			
Major Inputs:		Major Outputs:	
Description	Source	Description	Destination
Customer name	Customer	Confirmed reservation	Customer
Desired room	Customer	Reserved time slot	Booking System
Desired date and time	Customer	Confirmation email	Customer
Contact information	Customer	Catering order	Hotel Manager
Available rooms	Booking System	Booking report	Booking Specialist
Existing reservations	Reservation database		
Major Steps Performed		Information for Steps	
1. Get customer's name. Verify customer in system.		Customer name Customer database	
2. If new customer, get contact information and create new customer record.		Contact information Organization details New customer record	
3. Get desired room, date, and time slot.		Desired room Desired date Desired time slot	
4. Check room availability for requested time slot in Reservation database.		Available rooms Existing reservations Room capacity	
5. If room is available, create reservation in system. If unavailable, suggest alternatives.		Room availability Alternative slots Confirmation details	
6. Record catering requests if applicable and flag for manager approval.		Catering options Catering requests Manager approval flag	
7. Booking specialist reviews and confirms reservation.		Reservation details Specialist approval Booking system	
8. Send confirmation to customer with reservation details.		Confirmation email Reservation ID Customer details	