UML Activity Diagram

A diagram of a customer support

Description automatically generated

For the above diagram, there are 4 actors: Customer, Chatbot, Sales/financing, and repairs. The customer is either a buyer or an existing customer. The chatbot connects the Customer with whatever service they need. Sales/Financing represents either the car salesman or the financing specialist that perform the sale. These two were merged to reduce complexity. Repairs represents the vehicle service provider who repairs the vehicle.