# Relationship diagram

Request

Service subscription

Negotiation

Help

User

Service provider

Staff

This diagram is mainly to describe the relationship of these three main characters. Our running frame is based on this diagram to build our webpage. Brisbane HelpDesk consists of several working staff to work for these users who have some language problem of English or have no idea to find support. At this time, user can come to our website and submit their request to our staff. Our staff will check the request and find the best way to support these users and negotiate with service providers to help users to solve their problems. After finding the most suitable service for users, staff will provide the detail information to service provider and service can go to users’ home and solve the problem directly. The whole process will not let users feel confused to find a suitable service provider.