

```
graph LR
    subgraph Customer
        C1([Customer Decides to go on a Trip]) --> C2[Search and Select Travel Service on Travelogy]
        C2 --> C3[Provide required information and contact details]
        C3 --> C4[Receive Booking Confirmation and Details]
        C4 --> C5[Provide Feedback on the Booking]
    end

    subgraph Travelogy Unified Platform
        C2 --> T1[Display Unified Service Options]
        T1 --> T2[Prompt Customer to enter personal information]
        T2 --> T3[Complete the Booking process on the Platform by linking booking and customer information]
        T3 --> T4[Update the Database to reflect customer feedback]
    end

    subgraph Vendor Management System
        T1 -- "Send Booking Data to Vendor" --> V1[Process Booking and Notify Respective Vendor]
        V1 --> T2
    end
```

The diagram illustrates the booking process flow across three swimlanes: Customer, Travelogy Unified Platform, and Vendor Management System.

- Customer Lane:**
  - Customer Decides to go on a Trip (Start)
  - Search and Select Travel Service on Travelogy
  - Provide required information and contact details
  - Receive Booking Confirmation and Details
  - Provide Feedback on the Booking
- Travelogy Unified Platform Lane:**
  - Display Unified Service Options
  - Prompt Customer to enter personal information
  - Complete the Booking process on the Platform by linking booking and customer information
  - Update the Database to reflect customer feedback
- Vendor Management System Lane:**
  - Process Booking and Notify Respective Vendor

**Flow Details:**

- The process starts with the **Customer** deciding to go on a trip.
- The **Customer** searches and selects a travel service on Travelogy.
- The **Travelogy Unified Platform** displays unified service options to the customer.
- The **Travelogy Unified Platform** prompts the customer to enter personal information.
- The **Travelogy Unified Platform** completes the booking process on the platform by linking booking and customer information.
- The **Travelogy Unified Platform** sends booking data to the **Vendor Management System** to process the booking and notify the respective vendor.
- The **Vendor Management System** processes the booking and notifies the respective vendor.
- The **Travelogy Unified Platform** receives the booking confirmation and details from the vendor.
- The **Travelogy Unified Platform** sends details to the customer.
- The **Travelogy Unified Platform** updates the database to reflect customer feedback.

