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| **Use Case Name:** | Modify Reservation |
| Related Requirements |  |
| Goal in Context | Successfully modify a flight reservation after a flight has been reserved by a customer |
| Preconditions | A customer has gone through all required steps leading up to and including reserving a flight. |
| Successful End Condition | Flight reservation has been successfully modified ☺ |
| Failed End Condition | Flight reservation has not been modified successfully ☹ |
| Primary Actor(s) | Customer  Agent  CRATD |
| Secondary Actor(s) |  |
| Trigger | Customer calls or enters the agency and requests to modify a flight reservation |

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| **Main Flow** | **Step** | **Action** |
|  | 1 | Customer requests to modify a flight reservation |
|  | 2 | Agent assists the customer in modifying the flight reservation |
|  | 3 | CRATD is updated with changed information |
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| **Extensions** | **Step** | **Branching Action** |
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