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| **Use Case Name:** | Cancel Reservation |
| Related Requirements |  |
| Goal in Context | Successfully cancel 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 canceled ☺ |
| Failed End Condition | Flight reservation has not been cancelled successfully ☹ |
| Primary Actor(s) | Customer  Agent  CRATD |
| Secondary Actor(s) |  |
| Trigger | Customer calls or enters the agency and requests to cancel a flight reservation |

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