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| **Use Case Name:** | Create New Customer Profile |
| Related Requirements |  |
| Goal in Context | Successfully create a customer profile |
| Preconditions | 1. Customer wants to book a flight (calls or comes in person)  2. Customer has:  A Name  An Address of Residency  A Phone Number  3. Customer has a credit card |
| Successful End Condition | The new customer profile is created and stored |
| Failed End Condition | The customer profile is not successfully created or stored |
| Primary Actor(s) | Customer  Agent |
| Secondary Actor(s) |  |
| Trigger | Customer calls or enters Cougar Path Travel |

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| **Main Flow** | **Step** | **Action** |
|  | 1 | New Customer calls or enters Cougar Path Travel |
|  | 2 | Agent explains fee structure |
|  | 3 | Customer decides to accept or deny services |
|  | 4 | Customer provides personal information and credit information |
|  | 5 | Agent verifies credit information |
|  | 6 | Agent saves Customer Profile |
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| **Extensions** | **Step** | **Branching Action** |
|  | 3.A.1 | Customer accepts services |
|  | 3.A.2 | Go to Step 4 |
|  | 3.B.1 | Customer denies services |
|  | 3.B.2 | No further Steps taken |
|  | 5.A.1 | Customer’s credit information is valid and their credit is good |
|  | 5.A.2 | Go to Step 6 |
|  | 5.B.1 | Customer’s credit information is invalid, their credit is bad, or both of these conditions are met |
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