Reserve Flights Scenario (Exception 3B)

1. Customer begins the reservation process
2. Agent queries the customer about changes in customer profile information
3. Customer specifies that changes need to be made to their profile
4. Agent asks the customer what information should be updated
5. Customer replies which information should be updated
6. Agent updates customer’s information
7. Agent asks the customer to choose a flight
8. Customer makes a flight choice
9. Agent sends information to the CRATD
10. CRATD stores information
11. Reservation of flight is complete