SCENARIO  
  
  
Abuallah is a passenger he want to book his own ticket online and he don't want to transact with a specific company so he want to choose the best company from the available so he want to know some info about the available companies but if his current place hasn’t the transport that he need so he want to know the way to the nearest transport and when he arrived he like to know what the hotels at the new place to stay at one of them and he want to ask any thing that he want if it is unknown