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| --- | --- |
| Actor | Goals |
| customers | Search/book a car |
| Staff | Update information /modify information |
| Insurance company | Provide insurance |
| Manager | Generate reports |
| Credit card system | Handle the payments |

Question 1:

Question 3:

|  |  |
| --- | --- |
| Use case | Renting car |
| Description | For customers specify car requirements and searching in data system and making bookings |
| Initiate actors | customers |
| Actor’s goal | Book a car |
| Participating actors | Insurance company / external credit card system |
| Flows of events for main success scenario | 1. **Customer**: login to web-based car booking system and select their requirements 2. **Customers** view available results which system provides 3. **Customers** can make a booking by providing information and choose whether to buy insurance provided by **insurance company** 4. **Customers** can proceed to make their payment for renting by providing their information eb **external credit system** and confirmation email will be sent to **customers** |