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| --- | --- | --- | --- | --- | --- |
| Event | Trigger | Source | Use Case | Response | Destination |
| Customer wants to know the services offered by the company | Service Inquiry | Customer | Inquiry of Services | Service details | System  Customer |
| Customer creates account | Account Creation | Customer | Creating of Account | Account verification details | System  Customer |
| Customer wants to reserve a room through online | Online Reservation | Customer | Reservation of Room for Online Customers | Online reservation details | System |
| Management reserves room for walk-in customers | Walk-in customers | Management | Reservation of Room for Walk-in Customers | Reservation details | Customer  Management |
| Customer avails for other services offered | Service Availment | Customer | Service Availment | Provide services offered | Customer  Management |
| Customer cancels reservation | Cancelling of reservation | Customer | Confirmation of room cancellation | Confirmation of cancellation | Management |
| Customer pays for the total fee | Payment | Customer | Paying of total fee | Payment of total fee details | Management |
| Customer receives official receipt | Receiving of Official Receipt | System  Management | Receives official receipt | Receipt details | Customer |
| Time to produce transaction summary reports | Produce reports | Accounting | Produce transaction summary reports | Transaction summary reports | System  Management |