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| --- | --- | --- | --- | --- | --- |
| Event | Trigger | Source | Use case | Response | Destination |
| Customer is looking for a hotel | Customer credentials | Customer | Browse hotel | Customer is shown hotel options | Website |
| Customer Books a hotel | Customer credentials | Customer | Book hotel | Customer is booked | Website |
| Customer writes a review | Customer review | Customer | Write review | Review is accepted as genuine | Website |
| QA Sets up the parameters for the system | User specifications | QA employee | Setup | Parameters are set | System |
| QA chooses which date to collect data from | User specifications | QA employee | Set date | Date is set | System |
| QA categorizes the unknown sentiments found in the reviews as either positive or negative | User specifications | QA employee | Modify dictionary | Sentiment definitions are set | System |
| QA or management wants to view the analysis of sentiments | User report inquiry | QA employee Management | View Analysis | Current data analysis is shown | QA employee Management |