**Sequence Diagram**

**Definition**

According to what I learned on “System and Analysis Design – 10th edition”, a sequence diagram represents a graphical description of objects participating in a single use case or scenario.

**Introduction**

In a daily basis, I work as a Tech Support Specialist for doTERRA essential oils, by giving bilingual support for Brazil Market (Portuguese and English).

A third-party company called Infotrax gives support for doTERRA by designing and maintaining a legacy software for Customer Relationship Management called DataTrax.

**Sequence Diagram Explanation**

Call Center Agents regularly perform customer’s enrollment. I will explain the process of enrolling a new customer on DataTrax through a sequence diagram:

**Sequence Diagram**

