Use case diagram				
for the Customer Service Help feature	The use case diagram is converted			
of the website https://www.booking.com/	to a scenario			
	The main positive scenario	Step	Description	
			A: Sign in or create an account to contact Customer Service	
	A: User	1	entering the address and password	
	B: System	2	B: Check entered email address and password	
	C: Automated Phone Help Desk		B: Give access to the account	
	D: Support Specialist			
	D. Support Specialist	-	A: Call Customer Service through the support line	
		5	C: Automated Phone Help Desk connects with the Support Specialist D: Answer the call	
			A: Send an email to Customer Service	
	-		B: Show the message that the email sent	
			D: Send a reply	
			A: Loook through frequently asked questions	
		9		
		10	B: Open the list of frequently asked questions	
			A: Give a positive or negative assessment	
			of the usefulness of information using	
		11		
		12	B: Save a positive or negative response	
			Invalid email	
		1	B: Deny access to the account. Show the message that account disabled for security	
	Addition /		B: Deny access to the account. Show the message that account disabled for security reasons and suggest to contact Customer Service if the user believes this to be an error.	
	Additional negative scenarios	2a	OR ontinue without an account on the homepage	
			Invalid password.	
			B: Deny access to the account. Show the message that password incorrect. Suggest to use	
			a verification link or to reset a password with the help of a link sent to the user's email	
		2b	address. OR continue without an account on the homepage	
		l.	Busy telephone line.	
		4	C: Redirect with ask to message Customer Service	
			Empty email.	
		6	B: Show message that there's some information missing. And ask to fill in all fields.	
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