



Use case diagram
for the Customer Service Help feature
of the website <https://www.booking.com/>

The use case diagram is converted to a scenario

The main positive scenario	Step	Description
A: User	1	A: Sign in or create an account to contact Customer Service entering the address and password
B: System	2	B: Check entered email address and password
C: Automated Phone Help Desk	3	B: Give access to the account
D: Support Specialist	4	A: Call Customer Service through the support line
	5	C: Automated Phone Help Desk connects with the Support Specialist D: Answer the call
	6	A: Send an email to Customer Service
	7	B: Show the message that the email sent
	8	D: Send a reply
	9	A: Look through frequently asked questions
	10	B: Open the list of frequently asked questions
	11	A: Give a positive or negative assessment of the usefulness of information using  
	12	B: Save a positive or negative response
Addition / Additional negative scenarios		Invalid email
	2a	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. OR continue without an account on the homepage
		Invalid password.
	2b	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 address. OR continue without an account on the homepage
	4	Busy telephone line. C: Redirect with ask to message Customer Service
	6	Empty email. B: Show message that there's some information missing. And ask to fill in all fields.

<https://drive.google.com/file/d/1ClbgZArZJzih5aJZefRz-BZJB9a7oEn/view?usp=sharing>

