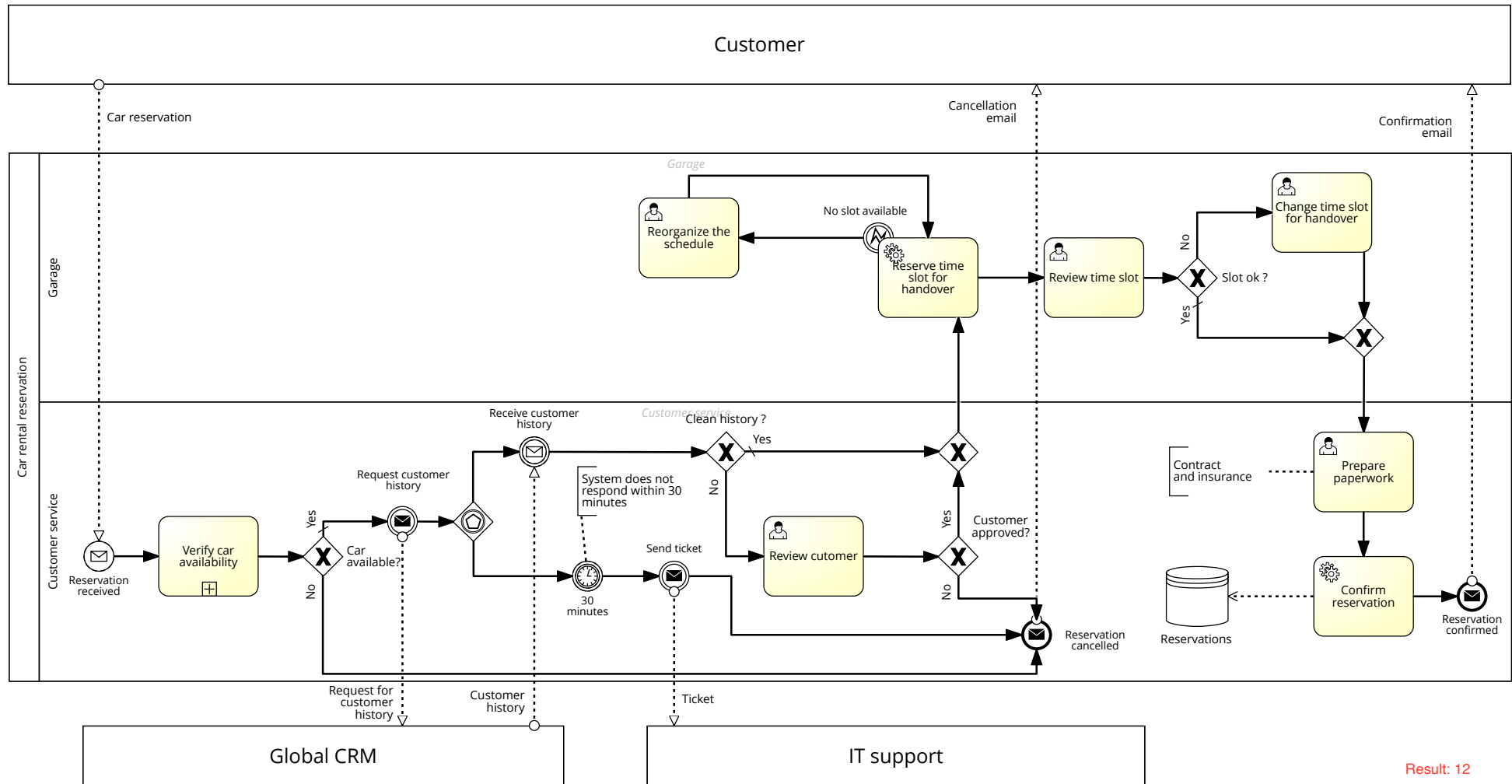


Car rental reservation



Authors: Nikoleta Češeková 436896 (cz seminar group)



Result: 12

SUMMARY: Local car rental branch receives a reservation from a customer. After validating the availability of the car for selected dates, customer history is requested from the company's global CRM system. If the system is unresponsive, ticket is issued for IT support and process ends. If the history is received but it is not clean (e.g. late returns, accidents ...) reservation needs to be reviewed by a manager. If everything is successful, time slot for handover is reserved (if all slots are full schedule is reorganized) and manager needs to approve it or select a different time. Finally, reservation is completed and confirmation email is sent to a customer.