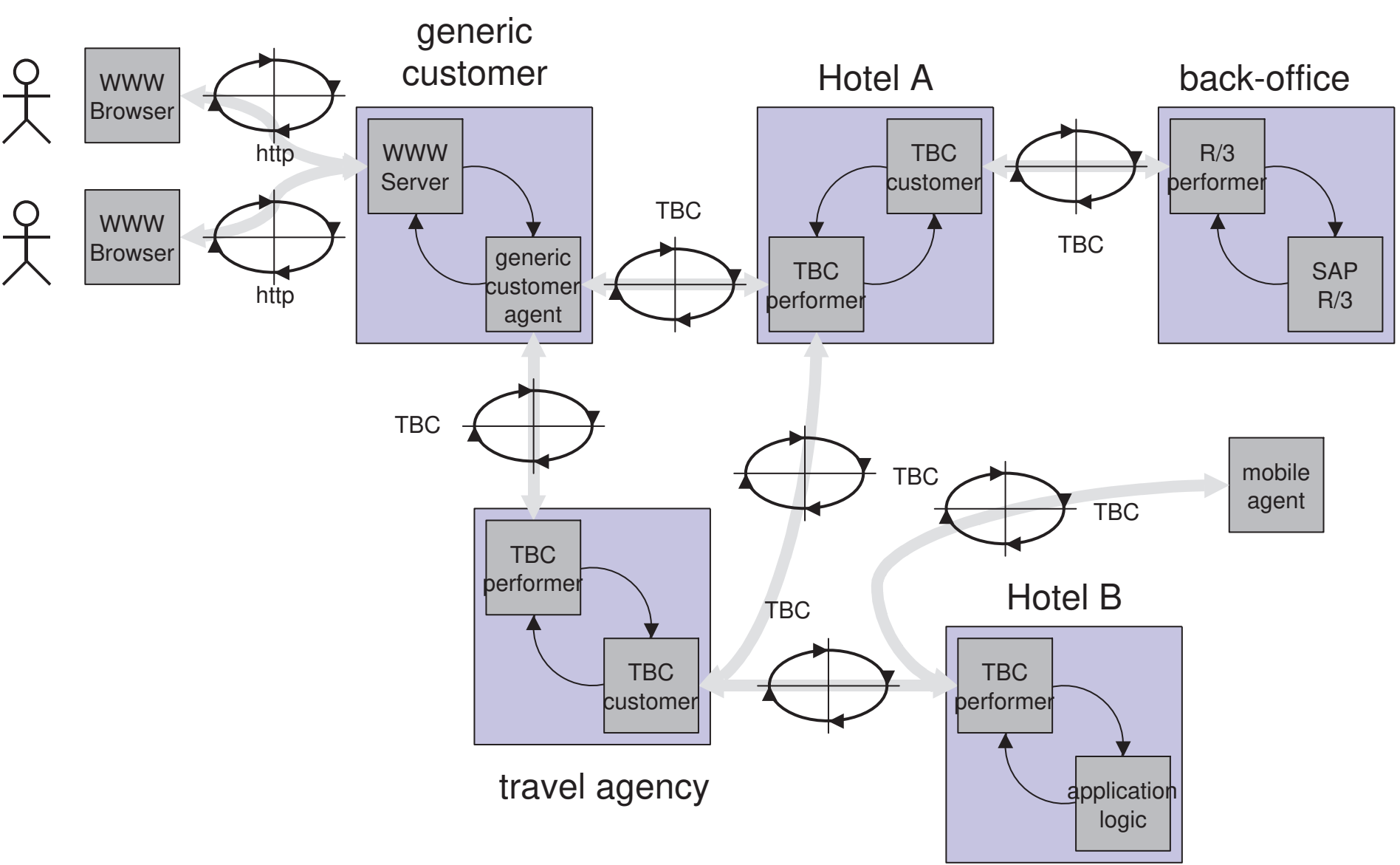
generic customer
Hotel A
back-office
WWW Browser
WWW Browser
http
http
WWW Server
generic customer agent
TBC
TBC customer
TBC performer
TBC
R/3 performer
SAP R/3
TBC
TBC
TBC
mobile agent
TBC performer
TBC customer
travel agency
TBC
Hotel B
TBC performer
application logic