Requirements Document for Concert Ticket Site

Summary

The concert ticket-buying system is designed to offer a comfortable and efficient platform for purchasing concert tickets, addressing common issues like ticket scalping, bots, and high fees found in existing systems. This web-based platform, accessible via all browsers and mobile devices, will allow users to search for, browse, and purchase tickets while providing features such as a verified fan ticket system to prevent scalping, artist notifications, and integrated merchandise stores. With a focus on scalability, robustness, and accessibility—including support for users with visual impairments—the system will feature a clean, intuitive interface and low transaction fees, making it a preferred option for concertgoers. Event organizers will also benefit by listing concerts, tracking sales, and managing notifications and merchandise. The primary stakeholders are concertgoers and event organizers.

Functional Requirements

Customer (User) Functionality

1. *Search for Tickets:*
   - Users can search for tickets using filters such as artist name, concert date, location, and ticket price.
   - Results will be organized and sorted alphabetically by event or artist.
2. *Browse and Inspect Ticket Details:*
   - Users can view the event's date, time, venue, seating arrangements, and ticket pricing.
   - Images, venue maps, and artist information will be provided for each event.
3. *Buy Tickets:*
   - Users can select and purchase tickets by choosing their desired seating, quantity, and type (general admission, VIP, etc.).
4. *Add/Remove Items to/from Shopping Cart:*
   - Users can add tickets to a shopping cart and continue browsing.
   - The cart will display the total cost, including any fees.

- Users can remove tickets from the cart at any time before purchase.

5. *Login and User Accounts:*
   - Users must create an account to purchase tickets, save favorite artists, and receive notifications.
   - Login via email and password

6. *Accessibility:*
   - The platform must be fully compatible with screen readers, ensuring that users with visual disabilities can navigate the site seamlessly.

Event Organizer Functionality

1. *Event Listing and Management:*
   - Organizers can create and edit event listings, including ticket prices, venue information, and seating details.

2. *Merchandise Integration:*
   - Organizers can link artist merchandise to events, allowing users to purchase items alongside their tickets.
   - Merch stores will support multiple products.

3. *Notifications and Artist Favorites:*
   - Organizers can create notification campaigns for upcoming concerts, offering early access to tickets for users who have saved the artist to their favorites.

Special Features

1. *Verified Fan Tickets:*
   - Users who are verified as real fans will gain early access to purchase tickets before the general sale.
   - This system helps reduce the impact of scalpers and bots.

2. *Artist Favorites and Notifications:*
   - Users can save artists to their favorites and receive notifications when new events are announced.

3. *Low Fees:*
    ○ The platform will charge minimal fees compared to competitors like Ticketmaster or StubHub, providing a more affordable solution for users.

Environmental Requirements

- The platform must be compatible with all modern web browsers, including Chrome, Firefox, Safari, and Edge.
- The system must be responsive and optimized for mobile devices.

Software Qualities

- Usability: The interface will be simple and intuitive, providing a seamless experience for all users.
- Scalability: The platform will scale to accommodate an increasing amount of events for sale.
- Maintainability: Code should be structured for easy updates and enhancements, ensuring future maintainability.
- Accessibility: The platform will ensure usability by individuals with disabilities.

Potential Risks

- Scalping: To prevent ticket scalping, we will implement a verified fan system, limiting access to tickets for bots and resellers.
- Scalability Challenges: As the platform grows and more events are added, ensuring that the system can handle increasing numbers of users, tickets, and merchandise could pose challenges.