**Use Case 1: Customer Account Creation**

Primary Actor: Customer  
Stakeholders and Interests:  
      Customer: Wants to sign up for an account to use the ticketing system  
      Vendor: Wants to make sales  
      COFC: Wants a system to produce revenue  
Preconditions: Customer has interest in attending an event  
Success Guarantee: Customer successfully creates an account with a unique username and password.  
Main Success Scenario: Customer successfully creates account and has access to the application.  
Extensions: Customer's requested username or password does not meet requirements.  
Special Requirements: System must be able to handle simultaneous account creations and over 100,000 user accounts.  
Technology and Data Variations: System's MVP will only allow users to utilize a website.  
Open Issues:  
       User loses internet connection.  
       User's username and password becomes leaked.  
       Bad actor uses another user's login credentials and obtains access.

**Use Case 2: Event Search**

Primary Actor: Customer  
Stakeholders and Interests:  
      Vendor wants Customer to be able to easily find the desired event's respective tickets.  
      Customer wants to easily search for events.  
Preconditions: Customer has an account and to be logged in.  
Success Guarantee: Customer will be able to view information on the event that they searched  
Main Success Scenario: Customer searches and finds desired event.  
Extensions:  
      Event was searched for but not found.  
      Event was not found but a similar event was recommended.  
Special Requirements: System must be able to handle over 1000 events.  
Technology and Data Variations list: User must have a functioning web browser for events to populate and auto-update and       mainly to search for respective event(s).  
Open Issues:  
       Too many search requests crash system.  
       Valid searches do not yield the proper event(s) requested.

**Use Case 3: Ticket Purchase**

Primary Actor: Customer  
Stakeholders and Interests:  
      Vendor wants Customer to be purchase tickets and utilize service.  
      Customer wants to easily purchase ticket.  
Preconditions: Customer has an account and has selected a desired event.

Success Guarantee: Customer purchases ticket with online payment.  
Main Success Scenario: Customer pays for ticket.  
Extensions:  
      Tickets are sold out.  
      Customer/system rings up more than one transaction. Payment fails. Customer must try again.   
Special Requirements: System must be able to handle simultaneous purchases on the same event while still managing inventory.

Technology and Data Variations list: User must have a functioning web browser connected to wifi to be able to interact with the payment portal.

Open Issues:  
       Too many ticket requests at the same time may crash portal.

Customer “double clicks” and buys too many tickets.

**Use Case 4: Ticket Confirmation**

Primary Actor: Customer  
Stakeholders and Interests:  
      Vendor wants Customer to receive confirmation of order  
      Customer wants to have receipt/proof.

Preconditions: Customer has an account and to have paid for a ticket.  
Success Guarantee: Customer receives ticket ID# in the form of pdf/qr code.  
Main Success Scenario: Customer obtains ticket ID#/confirmation.  
Extensions:  
      System does not send customer confirmation.  
Special Requirements: N/A  
Technology and Data Variations list: User must have a device able to view pdfs/qr codes.

Open Issues: Customer receives inaccurate confirmation.