

USE CASES (FULLY DRESSED)

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Purchasing a Ticket

Scope: CharlestonEvents application

Level: User goal

Primary Actor: User

Stakeholders and Interests:

- **User:** Wants to be able to purchase the ticket with minimal effort. Wants proof of purchase to confirm ticket purchase.
- **Government Tax Agencies:** Wants to collect tax from every sale. May be multiple agencies, such as national, state, and county.
- **Company:** Wants to be able to update the events available such as adding or deleting an event.
- **Payment Authorization Service:** Wants to receive digital authorization requests in the correct format and protocol. Wants to accurately account for their payables to the store.

Preconditions: User is logged in and must have a form of payment, User already selected an event from events.

Postconditions: Users are able to purchase a ticket. Taxes are correctly calculated. Receipt is generated.

Main Success Scenario:

1. User logs in to the application
2. User finds the event
3. System presents total price with taxes calculated
4. User pays and System handles payment

5. System updates the amount of tickets available
6. System emails the receipt to the User
7. System adds the event to User's Calendar

Extensions:

***a.** The user is not logged in:

1. User finds the event **.(used case moved to browsing section)**
2. System presents price without taxes being calculated
3. User tries to purchase the ticket
4. System redirects the user to the login page

***b.** The event has no available tickets:

1. User searches for the event
2. User finds the event
3. System informs the user that there are no more tickets available

***c.** The user leaves the application before confirming purchase:

1. System saves the last page visited by the user
2. When the user returns to the application, system displays the last page the user had visited

***d.** User method of payment has failed:

1. User inserts their method of payment
2. The system submits the payment
3. The form of payment has not been accepted
4. System informs the user
5. System tells the user to try another method of payment

- a. If another payment method has been inserted:
 - i. Repeat step 2
 1. If payment method has been accepted:
 - a. System emails the user the receipt of payment
 2. If payment method has not been accepted:
 - a. Repeat step 3 to 5

Special Requirements:

- User must be at least 18 years of age to purchase a ticket
- Credit authorization response within 30 seconds 90% of the time.
- Must be completed within the Fall Semester of 2022

Technology and Data Variations list:

- The application must run on IOS Platform and Android Platform

Browsing Shows

Name: Browsing Shows

Scope: Browse events

Level: User goal

Primary Actor: USER

Stakeholders / Interest:

- **User:**

The user wants to browse and see all events in Charleston, and be able to select an event and proceed on ticket purchasing window.

- **Event organizer:**

The event organizer could list all events for the following months and may do such a thing by requesting developers to update the app, events can be added or removed by the developer team only upon request from the event organizer .

Preconditions:

User is logged in and must have a form of payment to be able to view the events.

Postconditions: User has browsed all events and selected the one particular event, and moved on to the purchasing window.

Main Success Scenario:

8. User searches for an event .
9. User finds the event .
10. User can chose the event
11. User can see a brief description of the event such as date and title.
12. Selected events will be added to the purchasing basket(window).

Extensions:

***a.** The user is not logged in:

5. User searches for the event .
6. User finds the event .
7. User may not be able to move on to the purchasing pos.

***b.** User selected expired/past events:

1. The user will be notified by an alert that the event does not exist or expire.
2. User can dismiss the alert and browse other events.

***c.** The user is logged in:

1. User may chose to browse events.
2. The events must not be expired.
3. User may select an event and come back from purchasing terminal, without actually purchasing any ticket.

***d.** No event exists:

1. In case no event exist, event page/window notifies the user that currently there is no available events in Charleston.

Special Requirements:

- The UI must be user friendly.
- The font and UI elements must follow Apple/Android interface guidelines.
- The event titles must be bold
- dates and description of the event must be smaller than the event title.

Technology and Data Variations list:

- The application must run on IOS and Android Platform.

VISION

Our vision is to create a ticking platform to be used campus wide! This platform will be used largely with performances on campus, but hopefully for more as well. Users will be able to buy tickets at associated events with the College of Charleston. The project will be built using React Native and JavaScript. The mobile app will be able to run on all mobile devices (Androids, iPhones, etc.). The estimated time of delivery of the final product will be April 2022.

GLOSSARY

Terms:	Definitions:
items	Product of service for sale
tickets	Electronic form of entry to specified show

SUPPLEMENTAL SPECS**Revision History:**

Version:	Date:	Description:	Author:
Inception Draft	Sept 15, 2022	First Draft	Anil Chandler

Introduction

This document is the repository of CharlestonEvents requirements which are not shown in use cases

Functionality

General Use

Program should allow users to log in as well as browse shows, enter card information.

Logging

Program should be able to accurately log discrepancies found and report them to make the software maintenance process efficient.

Security

Program should be able to securely transfer sensitive data across servers. This includes data for important documents such as photo ID's, passports, credit card and debit card numbers.

Usability

Human Factors

Customers will be able to see

*Text should be easily visible from 1 meter

*Avoidance of colors which can be associated with color blindness

In a system which uses POS to transact tickets, it is important that the transaction is done quickly and efficiently.

Reliability

Recoverability

If there is an external issue with the system. There should be a safety net to complete the transaction from the local unit. In order to finalize a solution for this, we will do more planning here.

Performance

The users should be able to use the application without much delay while buying tickets. A recommended time frame for the average user to use the application is around 5 minutes. This is from the moment the application is opened to the purchasing and closing of the app is completed.

Supportability

Configurability

This application will have a fairly standard look for the user interface. However, if there is extra time for this project; a light/dark mode will be implemented for the user to configure to their liking.

Implementation Constraints

CharlestonEvents will be using React Native. By doing so, it should implement ease of development and make the generation of the final product feasible.

Free Open Source Components

We will be using a majority of React Native libraries done on our own side of the project. There might be some instances in which we need to check on certain aspects of implementation:

- Database framework and construction

Interfaces

Noteworthy Hardware and Interfaces

- Touch Screen Monitor

Software Interfaces

- Credit/Debit Card Verification
- Receipt Confirmations
- Signature Verification

Application-Specific Domain (Business) Rules

These rules will be followed by pricing of events through the College of Charleston with the sourcing coming from their websites. This means that the same pricing rules apply.

Legal Issues

If there are open sourced components being used, the creators of those ideas must not be restricted as copyright. The development of this software must follow all rules associated with this.

All tax rules must, by law, be applied during sales. These are usually stable and rarely change.

Information in Domains of Interest

Pricing

Products have an original price updated by the College of Charleston. Any changes to prices will be immediately reflected in the ticket price on the software. This includes markdowns and increases alike.

Credit and Debit Payment Handling

The buyer must be responsible for having sufficient funds in these accounts when purchasing tickets. It is the job of the seller to track receiving funds from buyers on a day to day basis to confirm accuracies and discrepancies.

Sales Tax

Sales tax calculations are able to change at the approval of governmental influence. Having a third-party application to calculate the sales tax might be more beneficial in the long run as these changes would be able to be caught faster and more accurately. Some items may be considered tax exempt depending on a certain buyer or certain recipient.

DOMAIN MODEL

