

## Fully Dressed Use Cases

*Team 1*

Use Case Name: **Search For Events**

Scope: Secure Ticketing System

Level: User goal

Primary Actor: Customer interested in the purchase of tickets

Stakeholders and Interests:

- Customers: wants to be able to find the specific events that they are interested in attending in the future in order to purchase tickets.
- Event organizers: are invested in the amount of sales that the tickets achieve and so wish for customers to easily find their events and for this process to be accurate, fast and reliable.
- Event contributors: similar to event organizers, event contributors are invested in how well the tickets for the event sell. This means they also wish for the search process to be as fast, accurate and reliable as possible.
- Company: the company is invested in having as little friction on the search process as possible in order to further encourage potential customers to be able to find as many events they would be interested in and to make as many ticket purchases as possible.

Preconditions: User is logged in and authenticated.

Success Guarantee: A list of events will be loaded that can be further explored. If the exact event does not exist, similar events in the area and time will be displayed.

Main Success Scenario:

1. An actor is able to type into a search bar
2. An actor types into a search bar the event they are looking for.
3. The system looks up the search result in the event database
4. The system returns to the actor a list of results sorted by relevance
5. The actor can click on any of the results
6. Once a result is clicked, the details of that event is queried to the event database
7. The event details are listed to the user

Extensions:

- 3a. If there is an error retrieving event data, skip that event
- 4a. If the actor's search term matches an event's title exactly, the actor is instantly taken to that event's details mentioned in step 6.
- 4b. If there are no relevant results, a message is displayed stating that there are no results that match the actors's search criteria and the actor must start again from step 2.
- 6a. If there is an error retrieving event data, tell the user that there was an error retrieving event data, and request them to try again.

Special Requirements:

- Internet so connection between software, databases, user, and etc. may be established
- A device to use the web application on
- Web browser that may access the web application
- We want similar results to be displayed if the exact event is not found and/or does not exist
- Users are able to see results based on dates, venues, and times; not just from the exact name of the actual event.

Technology and Data Variations List:

- 2a. Event identifiers include name, unique ID, date, and venue.

Frequency of Occurrence: continuous or near continuous.

Open issues:

- Spelling mistakes from the actor

- Duplicate event names

Use Case Name: **Purchasing a Ticket**

Scope: Secure Ticketing System

Level: User Goal

Primary Actor: Customer interested in purchasing tickets

Stakeholders and Interests:

- Customer: wants to purchase a ticket in the most convenient way as possible while entering as little information as needed. The user also wants the purchase to be as secure as possible as it is their personal information at stake.
- Event organizers: organizers care about how many tickets they are able to sell on the site therefore they want each customer to have as little friction as possible because any amount of added friction will decrease the amount of sales they will get.
- Event contributors: contributors often earn a percentage of the revenue earned from the sales of the tickets as compensation for their appearance at the event. This means that they are also interested in the sale of tickets to have as little friction as they possibly can because this will increase the amount of sales they will make.
- Payment processors: processors want each transaction to be formatted correctly so that each transaction can be authorized.
- Venue owners: venue owners are another party that directly profits off of the sale of tickets and so also have a vested interest in having each ticket transaction to be carried out as effortlessly and efficiently as possible.

Preconditions: User is logged in and has selected an event (that has ticket inventory) they would like to purchase a ticket for

Success Guarantee: The sale will be completed with an email confirmation sent to the actor. The actual ticket would have been purchased and removed from available inventory so no one else may purchase the same ticket as the user. Payment authorization approvals are recorded.

#### Main Success Case:

1. The user once on an event information page can select the option to purchase a ticket.
2. [If time allows] the database is queried for available seats
3. [If time allows] the user then will be able to select a seat
4. The user is then taken to a payment processing page where they are asked to enter in their payment details.
5. Once the user enters in their payment information, a verification process is conducted to make sure that the payment is legitimate
6. After the verification is completed, the transaction occurs
7. After the transaction, the user will be taken to a success screen
8. The database will be updated with the new number of available seats/disable the seat purchased
9. An email will be sent to the user with a receipt. [If time allows] The email will also contain any additional info needed for the event such as seat location or a qr/barcode to scan to get in.
10. [If time allows] The user will be able to select a button on the success page to add the event to their google calendar.

#### Extensions:

- \*a. If a database query fails, cancel the purchase process, notify the actor, and return the actor to the purchase screen
  - 1a. If no seats are available, the purchase button will be grayed out and a purchase can not be completed
  - 5a. If the payment verification fails, the user is prompted to re-enter payment details
  - 6a. If at any point the user exits the webpage while a transaction is occurring, cancel the transaction
  - 8a. If the database update fails, retry the operation
  - 10a. A calendar event will be provided to the user to add to the calendar.

Special Requirements:

- Separation of website and transaction location for optimal security
- Authorization response within 30 seconds 90% of the time
- Option to cancel transaction if there is a failure in the payment process
- Ability to refund users if failure of system and card is charged incorrectly
- Payment approval process to ensure that the funds do exist prior to updating inventory

Technology and Data Variations List (Varying I/O methods and data formats):

2. [If time allows] user interface that displays a map of available seats from which a selection can be made.
4. Credit card information is entered manually by user
5. The verification process will work in cooperation with applicable banking systems
9. Credit payment signature captured on digital receipt

Frequency of Occurrence: Only once the purchase of a ticket has been made.

Open Issues:

What to do when the database update option fails?

Which system do we use to ensure there are sufficient funds?

Use Case Name: **Logging In**

Scope: Secure Ticketing System

Level: User goal

Primary Actor: Customer Interested in the Purchase of Tickets

Stakeholders and Interests:

- Customers: Users must be authenticated and authorized in order to be able to access the system so that they can purchase and search for tickets.
- Event Organizers: In order to list and sell tickets on the system, Event Organizers must have an account and log in prior to taking any actions surrounding the listing of an event.
- Event Contributors: Similar to event organizers, event contributors are invested in how well the tickets for the event sell. This means they also must need to log in and hold an authorized account with the system.
- Company: The company is invested in having as little friction (but maximum safety) on the log-in process as possible so that potential customers can login quickly and securely to make the purchase of tickets extremely efficient.

Preconditions: User is connected to the internet and has access to a search engine.

Success Guarantee: The user is able to login securely and quickly.

Main Success Scenario:

1. The user enters our website name
2. The user selects the option to login
3. The user is prompted to enter their username and password
4. The system cross references the username to see if that is the correct password associated with the account
5. The user is then logged into the system and may search, purchase, or list event tickets.

Extensions:

4a. If the username and password matchup, the user enters the system

4b. If the username and password do not match, the user is notified that the username and/or password is incorrect and will then have the option to try again, or go to a page where they can reset their password.

#### Special Requirements:

- Internet- allows connection between software, databases, user, and etc. to be established.
- A device that can access the internet
- A web browser on the device
- Proper error messages to be displayed if the user makes a mistake
- It is as simple as possible

#### Technology and Data Variations List:

2a. Each username must be unique

2a. The password of each account must follow the specific password guidelines

Frequency of Occurrence: Each time the user wishes to access the system from an recognized device or after logging out.

#### Open Issues:

- Spelling Mistakes
- Forgotten Passwords
- Username creation



Use Case Name: **Creating an Account**

Scope: Secure Ticketing System

Level: User goal

Primary Actor: Customer Interested in the Purchase of Tickets

Stakeholders and Interests:

- Customers: Users must be authenticated and authorized in order to be able to access the system so that they can purchase and search for tickets.
- Event Organizers: In order to list and sell tickets on the system, Event Organizers must have an account and log in prior to taking any actions surrounding the listing of an event.
- Event Contributors: Similar to event organizers, event contributors are invested in how well the tickets for the event sell. This means they also must need to log in and hold an authorized account with the system.
- Company: The company is invested in having as little friction (but maximum safety) on the log-in process as possible so that potential customers can login quickly and securely to make the purchase of tickets extremely efficient.

Preconditions: User is connected to the internet and has access to a search engine.

Success Guarantee: The user is able to login securely and quickly.

Main Success Scenario:

1. The user enters our website name
2. The user selects the option to create an account
3. The user is prompted to enter a username, password, and email address to be associated with the account
4. The system checks to see if there already exists a user with the username provided
5. The system checks the password to see if it is 15 characters and includes a lower case letter, upper case letter, number, and special character

6. The new user is added to the user database
7. The user is then logged into the system and may search, purchase, or list event tickets.

Extensions:

- 4a. If there already exists a user with that username, the user is given an error message stating that the username is already taken
- 5a. If the password doesn't match the requirements, the user is given an error message stating that the password does not meet requirements
- 6a. If the database can not be connected to, provide an error message stating to please try again later

Special Requirements:

- Internet- allows connection between software, databases, user, and etc. to be established.
- A device that can access the internet
- A web browser on the device
- Proper error messages to be displayed if the user makes a mistake
- It is as simple as possible

Technology and Data Variations List:

- 3a. Each username must be unique
- 3b. The password of each account must follow the specific password guidelines

Frequency of Occurrence: Once, when the user first uses the website

Open Issues:

- Database access