

Conditions	Action
No tickets	Select tickets
Ticket selected	Buy tickets
Purchased	Return tickets
Sold out	Tickets expired
Available	Delete tickets
Return	Tickets sold out
Reserved	Tickets are now on sale
Booking time is over	Book Tickets
Expired	Ticket booking time is over
Deleted	Use the ticket
Used	

[Mind map](#)

Analysis of actions by conditions

Current condition	Action	Next condition	Result
No tickets	Select tickets	Ticket selected	Selected a ticket and it is available for purchase
No tickets	Buy tickets	Unacceptable action	To buy a ticket you must first select it
No tickets	Return tickets	Unacceptable action	In order to return a ticket, it must first be purchased
No tickets	Tickets expired	Unacceptable action	The ticket must first be purchased
No tickets	Delete tickets	Unacceptable action	Ticket must be purchased or expired first
No tickets	Tickets sold out	No tickets	No tickets available
No tickets	Tickets are now on sale	Ticket selected	Ticket selected for purchase
No tickets	Book Tickets	Unacceptable action	In order to book a ticket you must first select it
No tickets	Ticket booking time is over	Unacceptable action	The ticket must first be booked
No tickets	Use the ticket	Unacceptable action	To use a ticket, it must first be purchased
Ticket selected	Select tickets	Ticket selected	We can choose another ticket
Ticket selected	Buy tickets	Used	We used the ticket
Ticket selected	Return tickets	Unacceptable action	In order to return a ticket, it must first be purchased
Ticket selected	Tickets expired	Unacceptable action	For a ticket to expire, it must first be purchased

Analysis of transition methods

Initial condition	New condition	How to do it?
No tickets	No tickets	Unacceptable action
No tickets	Ticket selected	Start choosing a ticket
No tickets	Purchased	Choose a ticket and then buy it.
No tickets	Sold out	No ticket on sale
No tickets	Available	Available tickets will be displayed in the ticket selection.
No tickets	Return	Unacceptable action
No tickets	Reserved	Unacceptable action
No tickets	Booking time is over	Unacceptable action
No tickets	Expired	Unacceptable action
No tickets	Deleted	Unacceptable action
No tickets	Used	Unacceptable action
Ticket selected	No tickets	Exit the ticket selection stage
Ticket selected	Ticket selected	Unacceptable action
Ticket selected	Purchased	Buy selected ticket

Ticket selected	Delete tickets	Unacceptable action	To delete a ticket, it must first have been purchased or be expired
Ticket selected	Tickets sold out	No tickets	Tickets are not available for purchase
Ticket selected	Tickets are now on sale	Ticket selected	Ticket selected and ready to buy
Ticket selected	Book Tickets	Purchased	Ticket purchased
Ticket selected	Ticket booking time is over	Unacceptable action	The ticket must already be booked
Ticket selected	Use the ticket	Unacceptable action	To use a ticket, it must be purchased
Purchased	Select tickets	Ticket selected	Another ticket has been chosen
Purchased	Buy tickets	Unacceptable action	In order to buy a ticket it must first be selected
Purchased	Return tickets	Return	Return a purchased ticket
Purchased	Tickets expired	Deleted	An expired ticket was deleted
Purchased	Delete tickets	No tickets	Deleted a purchased ticket
Purchased	Tickets sold out	No tickets	Tickets are not available for purchase
Purchased	Tickets are now on sale	Ticket selected	Ticket selected and ready to buy
Purchased	Book Tickets	Unacceptable action	In order to book a ticket you must first select it
Purchased	Ticket booking time is over	Unacceptable action	The ticket must first be booked
Purchased	Use the ticket	No tickets	We used the ticket
Sold out	Select tickets	Unacceptable action	Tickets sold out
Sold out	Buy tickets	Unacceptable action	Tickets sold out
Sold out	Return tickets	Unacceptable action	Tickets sold out
Sold out	Tickets expired	Unacceptable action	Tickets sold out
Sold out	Delete tickets	Unacceptable action	Tickets sold out
Sold out	Tickets sold out	Unacceptable action	Tickets sold out
Sold out	Tickets are now on sale	Available	The ticket is ready for selection

Ticket selected	Sold out	Check if tickets are on sale or not
Ticket selected	Available	Available tickets will be displayed in the ticket selection.
Ticket selected	Return	Unacceptable action
Ticket selected	Reserved	Click on the book ticket button
Ticket selected	Booking time is over	Unacceptable action
Ticket selected	Expired	Unacceptable action
Ticket selected	Deleted	Unacceptable action
Ticket selected	Used	Unacceptable action
Purchased	No tickets	Need to delete my ticket
Purchased	Ticket selected	Go to the ticket selection page
Purchased	Purchased	Unacceptable action
Purchased	Sold out	Try to buy another ticket
Purchased	Available	Try to buy another ticket
Purchased	Return	Return your ticket
Purchased	Reserved	Unacceptable action
Purchased	Booking time is over	Unacceptable action
Purchased	Expired	Do not use the ticket before the expiration date
Purchased	Deleted	Need to delete my ticket
Purchased	Used	Use the ticket for its intended purpose
Sold out	No tickets	Unacceptable action
Sold out	Ticket selected	Unacceptable action
Sold out	Purchased	Unacceptable action
Sold out	Sold out	Unacceptable action

Sold out	Book Tickets	Unacceptable action	Tickets sold out
Sold out	Ticket booking time is over	Unacceptable action	Tickets sold out
Sold out	Use the ticket	Unacceptable action	Tickets sold out
Available	Select tickets	Purchased	You bought a ticket
Available	Buy tickets	Unacceptable action	In order to buy a ticket it must first be selected
Available	Return tickets	Unacceptable action	In order to return a ticket, it must first be purchased
Available	Tickets expired	Unacceptable action	The ticket must first be purchased
Available	Delete tickets	Unacceptable action	Ticket must be purchased or expired first
Available	Tickets sold out	No tickets	No tickets available
Available	Tickets are now on sale	Ticket selected	We can select a ticket
Available	Book Tickets	Unacceptable action	In order to book a ticket you must first select it
Available	Ticket booking time is over	Unacceptable action	The ticket must first be booked
Available	Use the ticket	Unacceptable action	Ticket must be purchased
Return	Select tickets	Ticket selected	Choosing another ticket after returning the old one
Return	Buy tickets	Unacceptable action	In order to buy a ticket it must first be selected
Return	Return tickets	No tickets	We return the ticket
Return	Tickets expired	Unacceptable action	You can't return an expired ticket
Return	Delete tickets	Unacceptable action	We have already return our ticket
Return	Tickets sold out	No tickets	No tickets available
Return	Tickets are now on sale	Ticket selected	You can select a ticket
Return	Book Tickets	Unacceptable action	In order to book a ticket you must first select it
Return	Ticket booking time is over	Unacceptable action	The ticket must first be booked
Return	Use the ticket	No tickets	We sold the ticket

Sold out	Available	Wait until tickets go on sale
Sold out	Return	Unacceptable action
Sold out	Reserved	Unacceptable action
Sold out	Booking time is over	Unacceptable action
Sold out	Expired	Unacceptable action
Sold out	Deleted	Unacceptable action
Sold out	Used	Unacceptable action
Available	No tickets	Exit ticket selection
Available	Ticket selected	Start viewing tickets and select a ticket
Available	Purchased	Choose a ticket and then buy it
Available	Sold out	Unacceptable action
Available	Available	Unacceptable action
Available	Return	Unacceptable action
Available	Reserved	Choose a ticket and book it
Available	Booking time is over	Unacceptable action
Available	Expired	Unacceptable action
Available	Deleted	Unacceptable action
Available	Used	Unacceptable action
Return	No tickets	Return your ticket
Return	Ticket selected	After the ticket is return, go to the ticket selection page
Return	Purchased	Choose a ticket and then buy it
Return	Sold out	After the ticket is return, look at the available tickets and make sure that they are not available
Return	Available	Available tickets will be displayed in the ticket selection.

Reserved	Select tickets	Ticket selected	Choosing another ticket
Reserved	Buy tickets	Purchased	Ticket purchased
Reserved	Return tickets	Unacceptable action	In order to return a ticket, it must first be purchased
Reserved	Tickets expired	Unacceptable action	The ticket must first be purchased
Reserved	Delete tickets	Unacceptable action	Ticket must be purchased or expired first
Reserved	Tickets sold out	Unacceptable action	Your ticket is already reserved
Reserved	Tickets are now on sale	Unacceptable action	Your ticket is already reserved
Reserved	Book Tickets	Unacceptable action	Your ticket is already reserved
Reserved	Ticket booking time is over	Available	Ticket ready for selection
Reserved	Use the ticket	Unacceptable action	The ticket must first be purchased
Booking time is over	Select tickets	Ticket selected	Selected a ticket and it is available for purchase
Booking time is over	Buy tickets	Unacceptable action	In order to buy a ticket it must first be selected
Booking time is over	Return tickets	Unacceptable action	In order to return a ticket, it must first be purchased
Booking time is over	Tickets expired	Unacceptable action	The ticket must first be purchased
Booking time is over	Delete tickets	Unacceptable action	Ticket must be purchased or expired first
Booking time is over	Tickets sold out	No tickets	No tickets available
Booking time is over	Tickets are now on sale	Ticket selected	Selected a ticket and it is available for purchase
Booking time is over	Book Tickets	Unacceptable action	In order to book a ticket it must first be selected
Booking time is over	Ticket booking time is over	Ticket selected, sold out, available	You can choose a ticket if they are available.
Booking time is over	Use the ticket	Unacceptable action	The ticket must first be purchased
Expired	Select tickets	Ticket selected	Selected a ticket and it is available for purchase
Expired	Buy tickets	Unacceptable action	In order to buy a ticket it must first be selected
Expired	Return tickets	Unacceptable action	You can't return an expired ticket

Return	Return	Unacceptable action
Return	Reserved	View tickets and book them
Return	Booking time is over	Unacceptable action
Return	Expired	Unacceptable action
Return	Deleted	Unacceptable action
Return	Used	Unacceptable action
Reserved	No tickets	Unacceptable action
Reserved	Ticket selected	Return to ticket view page
Reserved	Purchased	Buy reserved ticket
Reserved	Sold out	Unacceptable action
Reserved	Available	Unacceptable action
Reserved	Return	Unacceptable action
Reserved	Reserved	Unacceptable action
Reserved	Booking time is over	Do not buy a ticket before the end of the reservation period.
Reserved	Expired	Unacceptable action
Reserved	Deleted	Unacceptable action
Reserved	Used	Unacceptable action
Booking time is over	No tickets	Nothing to do
Booking time is over	Ticket selected	Go to the ticket selection page
Booking time is over	Purchased	Go to the ticket selection page and buy a ticket
Booking time is over	Sold out	Nothing to do
Booking time is over	Available	Available tickets will be displayed in the ticket selection.
Booking time is over	Return	Unacceptable action

Expired	Tickets expired	Deleted, ticket selected	You can delete or select a new ticket
Expired	Delete tickets	No tickets	You deleted an expired ticket
Expired	Tickets sold out	No tickets	No tickets available
Expired	Tickets are now on sale	Ticket selected	You can select a ticket
Expired	Book Tickets	Unacceptable action	In order to book a ticket it must first be selected
Expired	Ticket booking time is over	Unacceptable action	The ticket must first be booked
Expired	Use the ticket	Unacceptable action	You cannot use an expired ticket
Deleted	Select tickets	Ticket selected	Selected a ticket and it is available for purchase
Deleted	Buy tickets	Unacceptable action	In order to buy a ticket it must first be selected
Deleted	Return tickets	Unacceptable action	You can't return an expired ticket
Deleted	Tickets expired	No tickets	You deleted an expired ticket
Deleted	Delete tickets	No tickets	You have deleted the ticket
Deleted	Tickets sold out	No tickets	No tickets available
Deleted	Tickets are now on sale	Ticket selected	You can select a ticket
Deleted	Book Tickets	Unacceptable action	In order to book a ticket it must first be selected
Deleted	Ticket booking time is over	Unacceptable action	The ticket must first be booked
Deleted	Use the ticket	Unacceptable action	You have deleted the ticket
Used	Select tickets	Ticket selected	Selected a ticket and it is available for purchase
Used	Buy tickets	Unacceptable action	In order to buy a ticket it must first be selected
Used	Return tickets	Unacceptable action	You can't return an expired ticket
Used	Tickets expired	Unacceptable action	The ticket must first be purchased
Used	Delete tickets	Unacceptable action	Ticket must be purchased or expired first
Used	Tickets sold out	No tickets	No tickets available

Booking time is over	Reserved	Choose a ticket and reserve it
Booking time is over	Booking time is over	Unacceptable action
Booking time is over	Expired	Unacceptable action
Booking time is over	Deleted	Unacceptable action
Booking time is over	Used	Unacceptable action
Expired	No tickets	Delete ticket
Expired	Ticket selected	Go to the ticket selection page
Expired	Purchased	Go to the ticket selection page and buy a ticket
Expired	Sold out	Go to the ticket selection page and make sure that they are not available
Expired	Available	Available tickets will be displayed in the ticket selection.
Expired	Return	Unacceptable action
Expired	Reserved	Choose a ticket and reserve it
Expired	Booking time is over	Unacceptable action
Expired	Expired	Unacceptable action
Expired	Deleted	Delete expired ticket
Expired	Used	Unacceptable action
Deleted	No tickets	Nothing to do
Deleted	Ticket selected	Go to the ticket selection page
Deleted	Purchased	Go to the ticket selection page and buy a ticket
Deleted	Sold out	Go to the ticket selection page and make sure that they are not available
Deleted	Available	Available tickets will be displayed in the ticket selection.
Deleted	Return	Unacceptable action
Deleted	Reserved	Choose a ticket and reserve it

Used	Tickets are now on sale	No tickets	You can select a ticket
Used	Book Tickets	Unacceptable action	In order to book a ticket it must first be selected
Used	Ticket booking time is over	Unacceptable action	The ticket must first be booked
Used	Use the ticket	Unacceptable action	You have already used your ticket

Deleted	Booking time is over	Unacceptable action
Deleted	Expired	Unacceptable action
Deleted	Deleted	Unacceptable action
Deleted	Used	Unacceptable action
Used	No tickets	Nothing to do
Used	Ticket selected	Go to the ticket selection page
Used	Purchased	Go to the ticket selection page and buy a ticket
Used	Sold out	Go to the ticket selection page and make sure that they are not available
Used	Available	Available tickets will be displayed in the ticket selection.
Used	Return	Unacceptable action
Used	Reserved	Choose a ticket and reserve it
Used	Booking time is over	Unacceptable action
Used	Expired	Unacceptable action
Used	Deleted	Unacceptable action
Used	Used	Unacceptable action