Fully Dressed Use Cases for a Virtual Game Jam Website

Use Case 1 : Login

Primary Actor

- Customer

- Event Planner

Scope

- Virtual Game Jam Website

Level

- User Goal

Stakeholders & Interests

- Customer - Wants to quickly sign up for a game jam and secure a spot before it is gone

- Event Planner - Wants to have access to create game jams that allow them to gather a group of like minded people.

- Website Owner - Allows the owner to collect large amounts of data that can be used for marketing, ads, etc. Wants to avoid bots or other spam-like user profiles

Preconditions

- Must have an existing account

Success Guarantee

- Customer is able to view available game jams, register for game jams, join game jams and unregister for any game jams they have already registered

- Event planner is able to view available game jams, create their own game jams, start any game jam lobby they created, and cancel any game jam they created

Main Success Scenario

1. Customer is prompted with login screen

2. System requires/prompts user to enter email address and password (Two separate text boxes)

3. Customer enters both pieces of information

4. Customer clicks login

5. System redirects customer to the home screen (display of all available game jams)

6. Customer accesses all customer specific items

Extensions

1a. Attempted login during non-expired session (After initial login)

1. Customer skips the login screen and is taken directly to the home screen because the session has not expired

4a. If Customer clicks login with valid email address but incorrect or no password box being filled out

1. Customer is notified password is incorrect

2. Customer is given chance to re enter password or reset password

4b. If Customer clicks login with invalid/non-registered email address

1. Customer is prompted to sign up

2. Once signed up, user is taken back to login screen

1a. If event planner

1. Steps 1- 5 of main success scenario remains same

2. For step 6 of main success scenario, event planner accesses all event planner specific items

3. All extensions that apply for customer apply for event planner as well.

Special Requirements

● Must meet standard accessibility requirements (infotext, etc)

Frequency of Occurrence

● Once per session

Open Issues

● Should users be able to recover passwords or be given a new one?

Tech & Data Variation

Use Case 2: View Game Jams

Primary Actor

- Customer

- Event Planner

Scope

- Virtual Game Jam Website

Level

- User Goal

Stakeholders & Interests

- Customer - Wants to compare between multiple game jams to find one of interest that they want to register for. Wants to consider factors such as date, cost, spots available, etc.

- Event Planner - Wants to check the competition so they can set a reasonable price on par with the market. Wants to check the themes and marketing tactics of the competitors so they can make their Game Jam more appealing.

- Website Owner - Wants to view user interactions and interest. Wants to make sure prices are regulated. Wants to make sure all Game Jams are valid and not scams.

Preconditions

- Must be logged in

Success Guarantee

- Customers, event planner, and website owner are able to scroll through and view all available game jams. They are able to click on the game jam and view all details such as the game jams personal page, sponsors, coordinators, itinerary, datetime, theme, etc.

- Customers will have the option to register for the game jam

- Event planners will not be able to register for the game jam

Main Success Scenario

1) Customer is directed to home screen

2) Customer is presented with a list of game jams of which they can scroll through

3) Each game jam displays the name, datetime, spots available and image. Customer clicks a button on the game jam called view details

4) When clicked, the Customer is taken to a page with detailed information about the selected game jam

5) Customer can see additional information such as sponsors, coordinators, itinerary, datetime, theme, etc.

6) Customer clicks a button and registers for the game jam

Extensions

6a. If spots available are filled

1. the registration button will be grayed out and the Customer will not be able to click it

2a. If no game jams currently exist

1. Customer will be notified that no game jams currently exist and will be told to check back later for updates

1a. If the event planner

1. Steps 1-5 remain the same

2. Step 6 event planner will not be able to see the button that allows registration of a game jam.

   Extensions

   a. They will be presented with an error stating this function is not available to them

   b. They will then be brought to the home screen

Special Requirements

Frequency of Occurrence

- Continuous after login

Open Issues

- If a Game Jam is created after the user is logged in, will they be able to see it on refresh or will they have to log out and log back in

Tech & Data Variation

Use Case 3: Register for Game Jam

Primary Actor

- Customer

Scope

- Virtual Game Jam Website

Level

- User Goal

Stakeholders & Interests

- Customer - Wants to be able to secure a spot to attend the game jam before it is gone. Wants to join in an event they find interesting

- Event Planner - Wants there to be demand for their game jam. Wants to make money if they decide to charge for their game jam

- Website Owner - Wants to charge fees for the game jam. Wants to see that their website is fulfilling its purpose. Wants to drive traffic that they can potentially profit off of

- Government Tax Agency - Wants to take tax revenue

Preconditions

- Must be logged in under a customer account

- Cannot have already registered for a game jam with the same datetime as the one they are trying to register for

- Game jam must be created by an Event Planner account

Success Guarantee

- Customer receives confirmation that they have successfully registered for a game jam

- Customer is given email confirmation with the date and time the lobby will open

- Registration button is grayed out and customer is not allowed to register again

- Event Planner is notified

Main Success Scenario

1. Customer clicks register on the game jam of their choice

2. Customer is taken to a payment screen

3. Customers are prompted to pay for the game jam (Culmination of the Event Planner price for the game jam, the Website owners fees, and the government's tax). Even if Event Planner makes game jam free, the customer still needs to pay the fees and tax

4. Customer enters payment information. Payment screen session begins and times out at 5 minutes

5. Payment information is validated

6. Customer is charged

7. Customer is presented with a confirmation on the screen as well as an email confirmation of the date and time the lobby will open

8. Registration button grayed out for registered customer

9. Customer's "Registered Game Jams" tab is updated with the registered game jam

10. Event Planner is notified someone has registered for their event

Extensions

4a. If power failure/ If payment session times out

1. Customer will have to login again

2. Customer will have to enter payment information over again

5a. If payment information fails

1. The information that needs to be recorrected is highlighted in red

7a. Customer does not receive email confirmation

1. Call customer service number or email website owner

2. Website owner provides the customer with the game jam information

9a. Same as 7a

Special Requirements

- Website must be secure and must be certified

- Event Planner/Website owner must be using a merchant account

Frequency of Occurrence

- Once per registration of a game jam

Open Issues

- Potential hacking, stealing of information

- Repayment/Return process

Tech & Data Variation

- Because technology is always advancing, at some point payment may not have to be

  manually entered. Ex: Touch pay at stores or Apple pay

Use Case 4: Join Game Jam Lobby

Primary Actor

- Customer

Scope

- Virtual Game Jam Website

Level

- User Goal

Stakeholders & Interests

- Customer - Want to work along like minded people in creating a game. Want to play other lobby members' games at the end of the session. Want other lobby members to play their game. Want the chance of winning the competition and having bragging rights.

- Event Planner - Want to manage the people in the competition and make sure the theme of the game jam fits with the number of people in the lobby. Want to make sure everyone has a good time and has an equal chance to win

- Website Owner - Want to make sure the people who registered are able to successfully enter the contest when the time comes

Preconditions

- Must be logged in under a customer account

- Can only join a game jam lobby that has been registered

Success Guarantee

- Customer is notified that they have entered the game jam

- Event planner is notified that someone has entered the game jam

- Customer and Event Planner can see the other people in the lobby

Main Success Scenario

1. Customer is notified that they can enter the game jam lobby through email

2. Customer logs to their account and clicks on the "Registered Game Jams" tab

3. Customer is provided their list of registered game jams

4. Customer clicks the "Enter Lobby" button only on the game jams that are started by the respective Event Planner

5. Customer is notified they have entered the Game Jam session and can view all the others who have entered as well

6. Customer awaits instructions from the Event Planner

Extensions

4a. Customer cannot enter lobby

1. Call customer service number or email website owner

2. Website owner will notify Event Planner to resolve issue

3. Website owner will report back to Customer with update

5a. Server overload/ system failure

1. Customer is kicked out of lobby

      2. Customer is placed back in the lobby upon login

6a. Customer enters mid way through Event Planners instructions

      1. Customer can check the chat thread for information or watch the recorded lobby

        at a later time

Special Requirements

- Potentially a speaker system if Event Planner is speaking

Frequency of Occurrence

- Once per game jam

- Could be multiple times in event of server overload or system failure

Open Issues

- Lagging

- Internet connection speed

- Event Planner and Customer interaction (Clearly explain instructions. Clear itinerary, etc)

Tech & Data Variation

- Streaming is a new field that is constantly evolving. May need to adjust

<u>Use Case 5: Create Game Jam</u>

Primary Actor

- Event Planner

Scope

- Virtual Game Jam Website

Level

- User Goal

Stakeholders & Interests

- Event Planner - Wants to provide a space for talented game developers to create and showcase great games. Wants to have the potential to make profit from customers. Wants to have something to potentially add to their resume

- Customer - Wants to be provided opportunities to showcase their skill of game development. Want to win a game development competition. Want to have multiple game jams to choose from that fit their interests

- Website Owner - Wants there to be a supply of game jams that they can charge fees for. Want a lot of supply that will drive a fair market

- Government Tax Agency - Want their to be a supply of game jams that they can collect taxes from

Preconditions

- Must be logged in under a event planner account

- Must be able to attend the game jam they are conducting at the time they specified

- Cannot create two game jams scheduled at the same date and time

Success Guarantee

- Created game jam is displayed on the home screen along with the other game jams

- Event Planner can click the "Created Game Jams" tab and see the game jam

Main Success Scenario

1. Event Planner clicks on the "Created Game Jams" tab

2. Event Planner clicks on the plus tab

3. Event Planner enters required information for the game jam (name, spots available, date, time, etc)

4. Event Planner enters price of game jam (System will estimate Event Planners profit after fees and taxes)

5. Event Planner clicks "Create Game Jam" button

6. Game Jam is added to the home screen. The "Created Game Jams" tab is now populated with the game jam

7. Email confirmation is sent to Event Planner

Extensions

7a. Event Planner does not receive email confirmation

1. Call customer service number or email website owner

2. Website owner provides the Event Planner with the game jam information

Special Requirements

Frequency of Occurrence

- Can be continuous

Open Issues

- Should customers be notified through email of newly created game jams or would that hurt interest due to too many emails?

Tech & Data Variation

- Could potentially add a feature where the Event Planner can use the template of a previously created game jam for a new one

Use Case 6: Start Game Jam Lobby

Primary Actor

- Event Planner

Scope

- Virtual Game Jam Website

Level

- User Goal

Stakeholders & Interests

- Event Planner - Want to explain the theme and rules of their game jam. Want to have

  everyone participating in the game jam gathered in one place so they all start at the same

  time. Want to be accountable for a smoothly run game jam free of cheating, etc

- Customer - Wants to know when it is time to join the game jam lobby. Wants to know

  that the start of the game jam is near

- Website Owner - Wants to see user activity. Wants to make sure that created game jams are fulfilled as promised

Preconditions

- Must be logged in under an event planner account

- Must record the game jam session to provide to customers

- Must maintain and coordinate the game jam in an orderly manner

Success Guarantee

- Event Planner can manage/view chat

- Can view the number of Customers in the lobby

- Can record their screen and screen share

- Customers can type a "1" in the chat to signal they can see Event Planner in the chat

Main Success Scenario

1. Thirty minutes before, the Event Planner is notified through email that they need to start their game jam

2. The Event Planner logs in

3. Event Planner clicks on "Created Game Jams" tab

4. Event Planner finds the game jam and clicks the "Start Game Jam" button

5. Event Planner is taken to the lobby screen

6. Customers are notified the lobby has started

7. Website Owner is notified that Event Planner has started game jam lobby on time

Extensions

1a. If not enough customers have registered for the game jam

1. Event Planner will be notified that no Customers have registered for the game jam and that the game jam will be cancelled.

4a. If Event Planner does not start game jam before the scheduled time

1. Game Jam lobby will start without Event Planner and Customers can join the lobby

2. If Event Planner does not enter lobby within 15 minutes of the start, the lobby will end and Customers will be refunded any money they paid

3. Event Planner will be striked and they will be charged for all profits they made as well an additional "no show" fee

Special Requirements

- Automated start of game jam

- 15 minute timer if automated start of game jam is detected

Frequency of Occurrence

- Once per created game jam

Open Issues

- Does the Event Planner have a good quality screen, speakers, etc?

- Should Event Planner have control of designing the layout of the lobby?

Tech & Data Variation

Use Case 7: Unregister Game Jams

Primary Actor

- Customer

Scope

- Virtual Game Jam Website

Level

- User Goal

Stakeholders & Interests

- Customers - Want to get a refund from a game jam they no longer want to attend. Want to

    know that they have the option to unregister from a game jam without repercussion

● Website owner - Want to charge fees to cover expenses paid to the government. Want to make sure that the Customer is satisfied so that they return to the site. Want to be able to monitor the amount of game jams available.

Preconditions

● Must be logged in

● Customers can only unregister from game jams they have previously registered for.

　　○ Game jam cannot have started yet

　　○ Customer must understand that their refund will not be given until 3-5 business days after unregistering

Success Guarantee

● Customer is refunded the money they paid to register and an email confirmation is sent that they have unregistered

Main Success Scenario

1. Customer clicks on "Registered Game Jams" tab

2. Customer finds the Game Jam they want to unregister

3. Customer clicks the "Unregister" button

4. Customer is asked if they are sure they want to unregister. Customer is told refunds will be provided through the card they paid within 3-5 business days

5. Customer confirms that they agree with the results and would like to continue with unregistering.

6. Email is sent to Customer notifying them of the cancellation

Extensions

      5a. Customer does not agree with results

1. Game jam will not be unregistered and the Customer will be taken back to view the registered game jams

2. Customer can call the customer service number or contact website owner if they wish to dispute

      6a. Customer does not receive email

1. Call customer service number or email website owner

2. Website owner provides unregistered email information

Special Requirements

Frequency of Occurrence

- Once per registered game jam

Open Issues

- Should refund for customers be through the card they paid or should they be given a credit to use only on the website (similar to a store credit) ?

- What if Customers card has changed

Tech & Data Variation

- Because technology is always advancing, at some point refund payment may not have to take 3-5 business days

Use Case 8: Cancel Game Jams

Primary Actor

- Event Planner

Scope

- Virtual Game Jam Website

Level

- User Goal

Stakeholders & Interests

- Event Planner - Wants to be able to end a game jam before it starts and there are people left unattended in the lobby. Wants to avoid bad ratings for the game jam, ruining their ability to get people to attend any of their future events

- Website owner - Want to charge fees to cover expenses paid to the government. Want to punish Event Planner for cancelling a game jam that many customers may have already registered for. Want to be able to monitor the amount of game jams available.

Preconditions

- Must be logged in

- Event Planner can only cancel game jams they have previously created

   ○ Game jam cannot be cancel within 30 minutes of the game jam start

   ○ Event planner must understand that all of their profit will be forfeited and returned to customers

   ○ Event Planner will also have to pay a "Cancellation" fee

Success Guarantee

- Event Planner is charged the cancellation fee and their profit is refunded to all the customers who have registered. They are sent an email confirmation that says they canceled the game jam and that they have received a strike

Main Success Scenario

1. Event Planner clicks on "Created Game Jams" tab

2. Event Planner finds the Game Jam they want to unregister/cancel

3. Event Planner clicks the "Cancel" button

4. Event Planner is asked if they are sure they want to cancel. Event Planner is told they will be charged a cancellation fee as well as all profits will be refunded to customers

5. Event Planner confirms that they agree with the results and would like to continue with unregistering/cancellation.

6. Email is sent to Event Planner notifying them of the cancellation

Extensions

5a. Event Planner does not agree with results

1. Game jam will not be cancelled and the Event planner will be taken back to view the created game jams

2. Event Planner can call the customer service number or contact website owner if they wish to dispute

6a. Event Planner does not receive email

1. Call customer service number or email website owner

2. Website owner provides cancellation email information

Special Requirements

Frequency of Occurrence

- Once per created game jam

Open Issues

- What is an appropriate fee amount to charge the Event Planner ● How many
  strikes should an Event Planner be allowed to get?

Tech & Data Variation