

## Users groups

- *Customer (Registered) → Person interested in buying tickets*
  - > Teenagers (18 – 25 years old)
  - > Adults (26 – 55 years old)
  - > Elder (56 – 100 years old)
- *Organizer → Load and advertise events*
  - > Cinema & Theatre
  - > Musicals/Festivals/Concerts & Shows
  - > Sports
  - > Family (Amusement Park, Zoo, Aquarium, Museums ...)
  - > Expositions
- *Unknown “visitor” (Not registered) → Random person - no information*
- *Admin → Controls functionality of website*

## User Stories

- *Customer*
  - > As a Customer, I want to Log in so that I'll be able to access full functionality of the website.
  - > As a Customer, I want to Buy tickets (individual tickets, multiple tickets, discounts, ...) so that I can visit events (with my friends) I am interested in.
  - > As a Customer, I want to see the payment options so that I can have a look if the website offers the payment obligation I use.
  - > As a Customer, I want to Check orders so that I can see if everything is going fine with my order, or if there are some problems.
  - > As a customer, I would like to be able to search events so that I can see what is available and what I would like to buy a ticket for.
  - > As a customer, I would like to be able to contact the organizers of the events so that I can get extra information or ask for resolving a possible problem.
  - > As a customer, I would like to be able to contact the admins of the website (customer support) so that I can get help if I experience technical difficulties with the website.
  - > As a customer, I would like to be able to check reviews so that I can see what other customers experienced with the use of the website and the event providers.

- > As a customer, I want to be able to download the tickets I bought so that I can attend to the event.
- > As a customer, I want to be able to cancel orders if I paid for the wrong tickets by mistake.
- > As a customer, I want to be able to modify my orders in case I want to add or remove tickets.
- > As a customer, I want to be able to write reviews so that I can let others know about my experiences.

- *Organizer*

- > As an organizer, I would like to be able to upload events on the website with all the accompanying tickets, prices, additional information about it so that I can present the events to the customers and the website owners.
- > As an organizer, I would like to be able to check reviews so that I can see what the customers think about our services and see what can be improved or if we are doing our job well.
- > As an organizer, I would like to be able to answer reviews so that I can provide an answer to their feedback.
- > As an organizer, I want to check the confirmed orders so that I can check the theatre capacity and the money made in order to pay company expenses.
- > As an organizer, I want to modify events so that I can update uploaded events and correct possible mistakes in the information given.
- > As an organizer, I want to check customer details so that I can check or solve any problem with the tickets at the event place. Also, can allow me to check if reviews come from real customers or not.
- > As an organizer, I want to have the chance to contact the Website Admin so that he or she can help me with any issue regarding the usage of the website.

- *Unknown “visitor”*

- > As an unknown “visitor” user, I would like to browse the website so that I can see if I would like something on the website and if it is worth it to make a registration on the website.
- > As an unknown “visitor” user, I would like to be able to check reviews so that I can see if the provided services are good enough, so that I can make a registration and buy what I want.
- > As an unknown “visitor” user, I want to register to the site so that I can buy tickets.

- *Admin*

- > As an admin, I want to be able to contact the user so that I can solve technical related problems.
- > As an admin, I want to check and modify orders so that I can change wrong orders.
- > As an admin, I want to check payments to verify the payment status in order to disable accounts who are not paying in time.
- > As an admin, I want to disable users so that users who do not adhere to the conditions get removed.