Scenarios

A customer wants to log in

1. A customer clicks on the log-in button
2. System displays log in form
3. Customer fills in valid information.
4. System checks for any errors and if none present logs in the user

A customer wants to check out the payment options

1. Customer reads the details of the event and chooses to purchase tickets
2. System provides the customer with different purchase options
3. Customer chooses what and how much he wants to purchase
4. System checks if the possibility is available and leads the customer to the payment options

A customer wants to buy tickets

1. Customer chooses a payment option to wrap up the payment
2. System leads him to the payment of choice
3. Customer fills in the payment information
4. System checks if the payment has been wrapped up
5. Customer waits for the payment to be accepted to receive his ticket
6. System contacts an organizer and requests a ticket
7. System sends a notification, giving the user the information about the whereabouts about the ticket
8. Customer tracks down the location/status of the ticket
9. System provides the ticket and sends it to the Customer's account / Email

A customer wants to download his/her ticket

1. Customer chooses "my orders" on the register.
2. System displays all orders made by customer.
3. Customer chooses specific order.
4. System displays extended information about the order/ticket.
5. System gives opportunity to download ticket.
6. Customer clicks on download to download his/her ticket.

A Customer wants to cancel his/her order

1. Customer chooses "my orders" on the register.
2. System displays all orders made by customer.
3. Customer chooses specific order.
4. System displays extended information about the order/ticket.
5. System gives opportunity to cancel order.
6. Customer clicks on "cancel order" and must verify the cancelation.
7. System cancels order for that customer.
8. Customer gets cancel confirmation in message box.

A customer wants to modify his/her order.

1. Customer chooses "my orders" on the register.
2. System displays all orders made by customer.
3. Customer chooses specific order.
4. System displays extended information about the order/ticket.
5. System gives opportunity to edit order.
6. Customer clicks on "edit order".
7. System shows opportunity to edit details about the order (e. g. quantity)
8. Customer changes order in his favour and clicks on "apply changes".
9. System saves the changed details.

A customer wants to write reviews

1. Customer chooses "my orders" on the panel.
2. System outputs all orders taken.
3. Customer chooses specific order.
4. System displays information about the order.
5. System gives opportunity to write a review on paid orders.
6. Customer writes review and sends it to the system.

A Visitor wants to register to the site

1. Visitor is on the welcome page and clicks on register
2. The system asks the user to put in their personal information
3. The user inputs personal information and saves it
4. The system tells if something is missing else it completes the registration
5. An opportunity for the user to login is now given

A visitor wants to search for an event

1. Visitor chooses simple or extended search.
2. System offers opportunity to enter search terms.
3. Visitor enter their search term and start the search.
4. System puts out results of the search.
5. Visitor reads the output and chooses an event.
6. System displays some information of the chosen event.

An admin wants to contact organizer or customer

1. Admin chooses the admin panel.
2. System displays the admin options.
3. Admin chooses messages.
4. System opens the message box.
5. Admin can input users' name.
6. System opens new message window.
7. Admin enters message and sends it to user.

A Theatre Company wants to check orders

1. Theatre Company goes to its personal space
2. System shows a screen with different options like Personal data, My Events, …
3. Theatre Company selects My Events
4. System displays all the events uploaded by the organiser
5. Theatre Company selects the event
6. System displays event options
7. Theatre Company selects Check Orders
8. System displays how many tickets have been already sold

A Theatre Company wants to modify events

1. Theatre Company goes to its personal space
2. System shows a screen with different options like Personal data, My Events, …
3. Theatre Company selects My Events
4. System displays all the events uploaded by the organiser
5. Theatre Company selects the event
6. System displays event options
7. Theatre Company selects Modify Event
8. System displays the Event edition screen
9. Theatre Company carry out the changes and save the changes
10. System asks user to confirm changes
11. Theatre Company confirm changes
12. System displays a confirmation message that changes have been applied

Theatre Company (organiser) wants to check customer information

1. Theatre Company goes to its personal space
2. System shows a screen with different options like Personal data, My Events, …
3. Theatre Company selects Customer Information
4. System displays a list with all the customers, with some information about them (Name, Phone Number, number of tickets bought, event …)
5. Theatre Company uses Filters/search engine to find the customer
6. System displays customers that matches filter/search options
7. Theatre Company selects desired costumer
8. System displays Customer information

Admin wants to modify orders

1. System reports faulty orders.
2. Admin chooses to look at them.
3. System offers option to select one reported order.
4. Admin selects the order.
5. System gives further detail on the order.
6. Admin evaluates the detail.
7. System offers to modify order.
8. Admin modifies the order.

Admin wants to check payments

1. System reports payment error.
2. Admin reviews error.
3. If not resolved, System gives option to cancel booking.
4. Admin cancels the booking.

Admin wants to disable users

1. Admin opens details of the cancelled booking.
2. System prints out the details.
3. Admin selects the user.
4. System gives options on actions.
5. Admin chooses to disable the user.

Unknown visitor wants to check reviews

1. Unknown chooses to check reviews
2. System offers opportunity to sort the reviews
3. Unknown chooses a sorting option
4. System displays reviews based on the sorting option

Customer wants to contact Admin

1. Customer chooses to contact an admin
2. System offers to open a chat
3. Customer chooses to start a chat
4. System opens a chat
5. Customer types his/her message
6. System shows "Message sent!"

Customer wants to contact the organizer

1. Customer chooses to contact an organizer
2. System offers to open a chat
3. Customer chooses to start a chat
4. System opens a chat
5. Customer types his/her message
6. System shows "Message sent!"

Organizer wants to upload an event

1. Organizer chooses to upload an event
2. System offers to browse for input information on device, cloud or manual input
3. Organizer chooses an input option
4. System opens device/cloud storage
4. System offers opportunity to manually put information about event
5. Organizer chooses a file
5. Organizer fills in required information and chooses to send it
6. System displays the content of the chosen file and shows an option to approve it
6. System displays the content of the manually filled in information and shows an option to approve it
7. Organizer chooses to approve
8. System shows "Event uploaded!"

Organizer wants to answer reviews

1. Organizer chooses to answer a review
2. System offers the opportunity to type in answer
3. Organizer types in his/her answer
4. System displays the answer and offers an option to send
5. Organizer chooses to send the answer
6. System shows "Answer sent!"