

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 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 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 be able to download the tickets I bought so that I can attend to the event.
- > As a Customer, I want to check orders so that I can see to how many events I have attended and download the tickets again.

- *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 want to cancel an event in case the event can't take place or it has been a modification of the event.
- > As an organizer, I would like to be able to change my personal information so website has my information up to date and I can also change the password in case the account is transfer to other person.

- *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 want to register to the site so that I can buy tickets.

- *Admin*

- > As an admin, I want to manage payments in order to check "In process" payments and update their status to "paid" or "not paid".
- > As an admin, I want to disable users so as to remove website users that not adhere to website conditions.