**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 occur, logs in the user.

**A customer wants to check out the payment options**

1. Customer adds tickets to shopping cart and confirms.
2. System opens shopping cart with all selected tickets.
3. Customer can see displayed payment options and may continue.
4. If customer continues, system leads to confirm payment options.

**A customer wants to check orders**

1. Customer selects My Profile
2. System leads to my profile page
3. User chooses My orders
4. System displays all committed orders
5. Customer selects which order to check
6. System displays all information about the order

**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 goes to “My Profile”.
2. System opens “My Profile”.
3. Customer chooses specific ticket from “My Orders”.
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 clicks on “contact”.
2. System opens contact window.
3. Customer specifies order and the changes.
4. System sends request to admin.

**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 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!”.

**A 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!”.

**An unknown visitor wants to register to the site**

1. Visitor clicks on log in button.
2. System displays log in form and button for register.
3. Visitor clicks on register button.
4. System shows register form, asking for personal information.
5. Visitor inputs personal information and saves it.
6. The system tells if something is missing, else it completes the registration.
7. Visitor is registered and brought to homepage.

**An unknown visitor wants to search for an event**

1. Visitor types keyword or chooses event categories in the navigation bar.
2. System displays search results.
3. Visitor has the chance to filter the results.
4. System displays results after applying the filters.
5. Visitor reads the output and chooses an event.
6. System displays some information of the chosen event.

**An unknown visitor wants to check reviews**

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

**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.

**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.

**A Theatre Company (organizer) wants to check orders**

1. Theatre Company goes to “My profile”.
2. System displays “My profile” window with different options.
3. Theatre Company selects “My statistics”
4. System displays different statistics variables.
5. Theatre Company selects desired variable.
6. System displays statistics.

**A Theatre Company (organizer) wants to modify events**

1. Theatre Company goes to “My profile”.
2. System displays “My profile” window with different options.
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.

**Organizer wants to upload an event**

1. Organizer goes to “My profile”.
2. Systems displays “My profile” window with different options.
3. Organizer chooses to upload an event.
4. System displays upload event window.
5. Organizer chooses an input option.
6. Organizer fills in required information and chooses to send it.
7. System displays an option to approve it.
8. Organizer chooses to approve.
9. System shows “Event uploaded!”.

**Organizer wants to answer reviews**

1. Organizer goes to “My profile”.
2. Systems displays “My profile” window with different options.
3. Organizer chooses “My reviews”.
4. System displays all reviews received.
5. Organizer goes to desired review and press answer a review
6. System offers the opportunity to type in answer.
7. Organizer types in his/her answer.
8. System displays the answer and offers an option to send.
9. Organizer chooses to send the answer.
10. System shows “Answer sent!”.