**TICKIFY**

**Users groups**

* *Customer (Registered)*
* Teenagers (18 – 25 years old)
* Adults (26 – 55 years old)
* Elder (56 – 100 years old)
* *Organiser*
* 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**

* *Customers*
  + As a Customer, I want to Log in so that I'll be able to look at certain events and buy tickets.
  + 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 and check other reviews so that I can inform myself about certain events and let others know about my experiences.
* *Organisers*
  + 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 and answer reviews so that I can see what the customers think about our services, provide an answer to their feedback and see what can be improved or if we are doing our job well.
  + As an Event Organiser, 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 Event Organiser, I want to modify events so that I can update uploaded events and possible mistakes in the information given.
  + As an Event Organiser, 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 Event organiser, 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 be able to search events so that I can see if I would like or I am specifically looking for 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.
  + As an unknown “visitor” user, I want to browse the site so that I get to know all the offers.
* *Admin*
* As an admin, I want to be able to contact the user so that I can solve costumer related problems
* As an admin, I want to modify the website’s content to keep the site up to date and be able to provide needed functionality or remove useless ones.
* As an admin, I want to 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.