**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 - notes**

* *Customer (Registered)*
  + Log in
  + Buy tickets (individual tickets, multiple tickets, discounts, …)
  + Payment options
  + Check orders
  + Download tickets
  + Cancel orders
  + Modify orders
  + Write & Check reviews
  + Search events
  + Contact organiser / Customer support
* *Organiser*
* Upload tickets – events (offer discounts, …)
* Answer & check Reviews
* Check orders & Payments
* Modify events
* Check customer information
* Contact admin
* *Unknown “visitor” (Not registered)*
  + Register
  + Browsing the website
* *Admin*
  + Contact both organiser and customer
  + Modify website - content
  + Modify orders
  + Check payments
  + Disable users