
Product Requirements Document

Submission 1 Specification

GGbond

SWEN90007 SM2 2023 Project

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SCHOOL OF
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1. Introduction

1.1 Proposal

Implementing an online application for booking tickets to music events across Australia.

1.2 Target Users

Administrator operates a number of music venues across Australia that host live music events.

Event Planners list their events on the application

Customers use the site to book tickets.

1.3 Conventions, terms and abbreviations

This section explains the concept of some important terms that will be used throughout this document. These terms are detailed alphabetically in the following table.

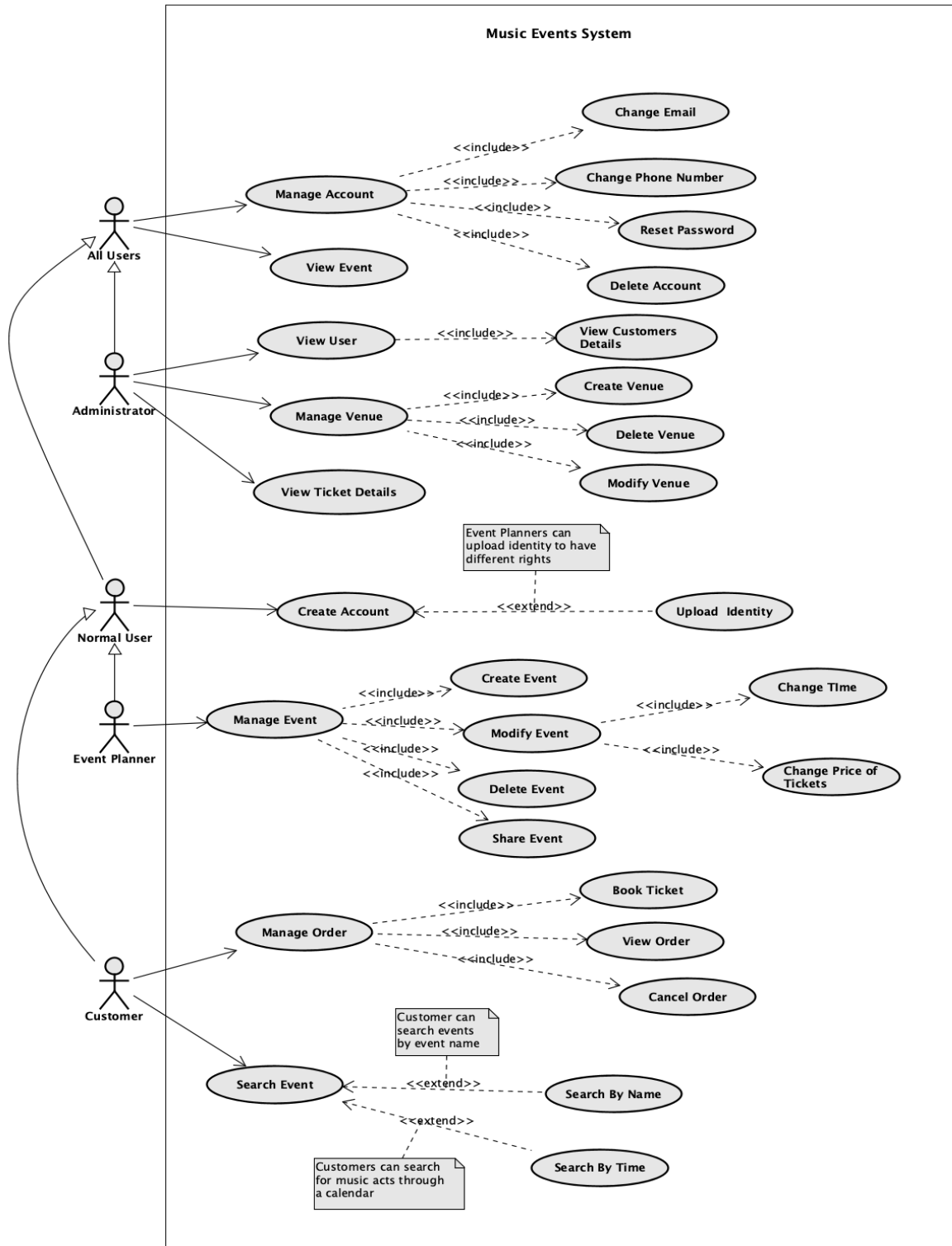
Term	Description
Venue	The venue has different sections, each with its own capacity.
Event	At designated times and venues, prices need to be set for different sections of the venue.
Ticket	Each ticket contains details about the venue, date, time, and price of the concert.
Order	An order is created by a user, which binds the user to tickets, and the same order can contain multiple tickets.

2. Actors

Actor	Description
All Users	Refer to Administrator, Event Planners and Customers collectively.
Normal User	Refer to Event Planners and Customers collectively.
Administrator	Manage the system, all users and venues controlled by the admin.
Event Planner	Users who manage the events' information.
Customer	Users who want to buy or cancel the tickets.

3. Use Cases

3.1 Use Case Diagram



3.2 Use Cases Description

Each use case contains the name, actor and basic flow explanation. Some essential page and sections are referenced using underline text.

Use Case 1: Manage Account

Actors

All Users

Basic Flow

All users log into their Music System account by email or account name and password. After logging in, they browse the Account page where they can manage their account, including change email, change phone number, reset password and delete account.

Use Case 2: Change Email

Actors

All Users

Basic Flow

All users navigate to the Account page, they click on the Change Email button, and then they go to the new window to enter the new email account and confirm the email address. After they successfully change the email address, the new one is displayed on the Account page.

Use Case 3: Change Phone Number

Actors

All Users

Basic Flow

All users navigate to the Account page, they click the Change Phone Number button, then they go to the new window to enter the new phone number and confirm the phone number by receiving the message from the new phone number. After they successfully change the phone number, the new phone number is displayed on the Account page.

Use Case 4: Reset Password

Actors

All Users

Basic Flow

On the Account page, they choose the Reset Password option, then they enter the new password and confirm it through a new window. They also need to perform security checks via email or phone number. After successfully resetting the password, the system automatically logs them out, and they need to log in with the new password.

Use Case 5: Delete Account

Actors

All Users

Basic Flow

On the Account page, users choose the Delete Account option, then a new window pops up asking them “Are you sure that you want to delete this account?”, if users choose “Yes”, their account information will be cleared and the system will automatically log them out. If they choose “No”, they will stay on the Account page without any changes.

Use Case 6: View Event

Actors

All Users

Basic Flow

All users log into the system and navigate to the Home page where they can view all events across Australia. Then they click on one event which they are interested in, they will go to another page which includes the details of this event, such as date, time, location, and associated event planners.

Use Case 7: View users

Actors

Administrator

Basic Flow

The administrator logs into the Music Event System. Then the admin views a list of users on the User Management page which contains all users of the system. After the administrator clicks on one user, the information of the user shows up on the new page, including user name, email, phone number and other information associated with the user.

Use Case 8: View Customers Details

Actors

Administrator

Basic Flow

In the User Management page, the administrator selects one customer and the detailed information of the customer is displayed on the new page. It shows the customer’s name, email, phone number and ticket purchase history.

Use Case 9: Manage venue

Actors

Administrator

Basic Flow

The administrator logs into the system and navigates to the Venue Management page, where it displays all the venues that were created before. Then the administrator clicks on one venue and the detailed information of the venue shows up in a new window which includes the name, sections and the capacity of each section. On the Venue Management page, the administrator also has Create, Delete and Modify Venues options.

Use Case 10: Create venue

Actors

Administrator

Basic Flow

On the Venue Management page, the admin chooses the "Venue Creation" option, then the admin inputs the necessary information such as venue name, sections (mosh, standing, seated, VIP, etc.), and the capacity of each section into a form. After confirming the details, the admin submits the form, creating a new venue in the system.

Use Case 11: Modify Venue

Actors

Administrator

Basic Flow

On the Venue Management page, the administrator selects the "Modify Venue" option next to the venue. Once the venue is selected, editable venue information appears. The administrator then adjusts the details and confirms the changes and the venue information is updated.

Use Case 12: Delete venue

Actors

Administrator

Basic Flow

The Administrator logs into the system and goes to the Venue Management section. The admin selects the venue he wants to delete and clicks on the "Delete Venue" option next to the venue. After confirming the deletion, the venue is removed from the system.

Use Case 13: View Ticket Details

Actors

Administrator

Basic Flow

The administrator logs into the system using their unique administrator credentials. Once logged in, the administrator is presented with a dashboard that provides an overview of various events. Then, the administrator navigates to one of the events. On this page, there's a section called "Ticket Details". The administrator clicks on the "Ticket Details" tab. Here the admin sees a list of all customers who purchased tickets for this event, ticket types, quantities and price.

Use Case 14: Create Account

Actors

Normal User

Basic Flow

Normal users open the Music Event system, and on the Login page, they choose the "Create Account" option at the bottom of the page. Then they enter their personal information including, user name, email, contact number and set password for this system. After confirming this information they enter, they log into the system with their credentials.

Use Case 15: Upload Identity**Actors**

Normal User

Basic Flow

When normal users create the account, there is an option for event planners uploading their identity on the page that they input their information. Event planners click on the “Upload Identity” option, they choose the picture of their work card and upload. After confirming the identity, event planners login with their name and password and have rights to manage events associated with them.

Use Case 16: Manage Event**Actors**

Event Planner

Basic Flow

Event planners log into their accounts, after successfully login, they navigate to the My Event page where they can manage their event. On that page they have many options, including create, modify, delete and share events.

Use Case 17: Create Event**Actors**

Event Planner

Basic Flow

Event Planners, after logging into the system, go to the My Event page. They select the "Create Venue" option, Then they set the date, and time, and define the ticket prices for each section of the venue on a new page. They confirm the details and submit the form, after that, a new event shows on the page which shows a list of events.

Use Case 18: Modify Event**Actors**

Event Planner

Basic Flow

Event Planners login and navigate to My Event page. They select an event that they want to modify. They can change the date, time, ticket prices, or even cancel the event entirely. After making the necessary modifications, they confirm the changes and update the event.

Use Case 19: Change Time**Actors**

Event Planner

Basic Flow

On the My Event page, event planners choose one event that they want to change the time. They click on the time section and then they choose a different time throughout a calendar. After confirming the new time, the event information is updated.

Use Case 20: Change Price of Tickets

Actors

Event Planner

Basic Flow

On the My Event page, event planners choose one event that they want to change the price of the tickets. They view the different sections (mosh, standing, seated, VIP, etc.) of the tickets and click one section that they need to adjust the price of. After successfully adjusting the price, the new price is shown on the event information page.

Use Case 21: Delete Event

Actors

Event Planner

Basic Flow

On the My Event page, event planners choose one event that they want to remove from the page. They click on the event and choose the "Delete option" on the right top of the page. Then they need to confirm the deletion. After completing the deletion, the event disappears on the My Event page.

Use Case 22: Share Event

Actors

Event Planner

Basic Flow

Event Planners log into the system and select an event from their events list. They click on the "Share Event" option, and the system provides sharing options, such as sharing a link via email or social media. The Event Planner selects the preferred method and shares the event.

Use Case 23: Manage Orders

Actors

Customer

Basic Flow

Customers log into the system and navigate to the Home page. They can view the events and select the tickets that they want. Based on the selected tickets, customers can create an order, the order contains the details about the tickets and customer. Then customers can manage their orders in their My Order page, including view order and cancel order.

Use Case 24: Book Tickets

Actors

Customer

Basic Flow

After logging into the system and selecting an event, customers choose their preferred section at the venue and specify the number of tickets they want to purchase. They proceed to checkout, where

they confirm the details of their order and make payment. Once the payment is confirmed, the tickets are booked.

Use Case 25: View Order

Customer

Basic Flow

After logging into the system, the customer navigates to their order history. Here, they can view details of their previous and current orders, including event details, ticket type, number of tickets purchased, total cost, and the status of each order.

Use Case 26: Cancel Order

Actors

Customer

Basic Flow

Customers log into the system and navigate to their reservations. They select the reservation they want to cancel and click on "Cancel Reservation". After confirming the cancellation, the system processes the request, and handles refunds or credits as appropriate.

Use Case 27: Search Events

Actors

Customer

Basic Flow

Customers log into the system. They can use the search function to search music shows by name, or browse through a calendar view of all upcoming shows within the next several months.

Use Case 28: Search By Name

Actors

Customer

Basic Flow

Customers log into the system. They want to search for music shows by name. Enter the name of the music exhibition in the search bar and click the search button, then the eligible music exhibition will be displayed.

Use Case 29: Search By Time

Actors

Customer

Basic Flow

Customers log into the system. They want to search for music shows by time. Enter the time of the music exhibition in the search bar and click the search button, then the eligible music exhibition will be displayed.

4. Domain Model

4.1 Domain Model Description

According to the specifications provided for the online ticket booking application system, entities, attributes, and business rules can be summarized as:

- Users can be administrators, event planners, or customers;
- Only administrators can create venues with different sections and capacities;
- One or more event planners can organize an event;
- One event planner can organize one or more events;
- One customer can have none or more orders.
- An order can contain more than one ticket.
- Only event planners can create, modify, or cancel an event;
- The event has a specific date, time, and associated venue;
- Event planners can also sell merchandise for their events;
- All bookings are processed in real-time, allowing customers to immediately see the status of their booking;
- Administrators can view all users, events, venues, and ticket details.
- Tickets are related to orders, when an order books some tickets, the remainingNum will subtract the number of sold tickles.
- When eventPlanner cancel the event, the related orders will also be canceled.

4.2 Domain Model Diagram

