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Event Management System

Introduction:

The purpose of **Event management system** is to create a user-friendly platform that enhances the event experience from discovery to post-event feedback. With a dashboard to track their registered events, attendees can manage multiple events in one place. Reminders and notifications ensure they don't miss important details. For customers, the focus is on event discovery, registration, and personalized dashboards. For admins, the focus is on event creation, management, tracking attendees, and feedback collection. Together, these features provide a comprehensive system that allows event organizers and attendees to interact seamlessly, making the process of event planning and participation efficient and user-friendly.

The **scope** of this event management system includes both customer and admin roles, focusing on event registration and participation for customers, and event creation, management, and analytics for admins. The **benefits** include enhanced user engagement, efficient management, and better communication. The **advantages** lie in the convenience of use, improved attendee satisfaction, and streamlined workflows for admins, resulting in better-organized and more successful events.

Main features:

1. User Registration and Login:

For both roles, the system should have a basic authentication mechanism:

- **Admin and Customer Sign-Up/Login:** Both attendees (customers) and admins need separate user accounts with appropriate access levels. Admins should have access to event management features, while attendees can register for events.
- **User Roles and Permissions:** Based on the login credentials, the system should distinguish between customer and admin access. Admins have access to event creation and management, while customers (attendees) can browse and register for events.

2. Event Creation and Management (Admin Role):

The admin role is responsible for creating and managing events. Key features for admins include:

- **Create and Customize Events:** Admins should be able to create events by providing essential details such as event name, description, date, time, venue, and capacity.
- **Event Categories:** Admins should categorize events based on type (e.g., workshops, seminars, conferences) for better organization.
- **Manage Event Registrations:** Admins need access to view all registered attendees, including their details.
- **Update or Cancel Events:** Admins should have the option to update event details or cancel events. In the case of an event cancellation, automatic notifications should be sent to registered attendees.
- **Set Registration Limits:** Admins should set a maximum number of participants for each event and view how many slots are still available.

3. Customizable Event Pages (Admin role):

Admins shall be allowed to create and customize detailed event pages with images, videos, FAQs. This can make events more engaging and informative. Admins can better promote their events with rich media content and help attendees get all the necessary details in one place.

4. Admin Dashboard:

Admins should have a dashboard where they can manage all aspects of events:

- **Overview of All Events:** Admins can see all upcoming and past events in one place.
- **Track Registrations:** For each event, the dashboard should show real-time registration numbers, along with attendee details.
- **Event Status:** Admins can view the status of each event (upcoming, ongoing, or past) and whether it has reached its registration capacity.

5. Event Discovery and Registration (Customer Role):

For customers, the system should focus on ease of access to event information and registration:

- **Event Listings:** Display all upcoming events in a clear, accessible format. Customers can view essential event details (name, date, description, venue).
- **Search and Filter Events:** Customers should be able to search for events using keywords and filter them by category, date, or location.
- **Event Registration:** Customers can easily register for an event by filling out a basic form. After registration, they receive a confirmation message/sms with event details.
- **Event Capacity:** Customers should see how many spots are available for an event and if it's full, the system should indicate it as fully booked.

6. Customer Dashboard:

The customer (attendee) dashboard should provide users with a centralized place to view and manage their event registrations:

- **My Events:** Display a list and graphical view of all events the admins have added, customer has registered for with details and options to cancel registration if necessary.
- **Event Notifications:** Show reminders for upcoming events and any updates or changes to events (such as venue or time changes).

7. Event Notifications and Updates (Customer and Admin role):

Both roles require notification systems to ensure smooth communication:

- **Admin Notifications:** Admins should receive notifications when an event reaches capacity or when there are critical updates needed (e.g., cancellations).
- **Customer Notifications:** After registration, attendees receive confirmation emails/sms. Additionally, reminders (e.g., 24 hours before the event) and notifications about any changes (such as venue updates) should be sent automatically.

8. Post-Event Feedback (Customer and Admin role):

After attending an event, the system should allow customers to share their experience:

- **Submit Feedback:** Attendees can fill out a feedback form with ratings and comments about the event. This data helps improve future events.
- **View Feedback:** Admins can access attendee feedback and use it to gauge the success of the event or make improvements.

9. Reports and Analytics (Admin Role):

- **Event Reports:** Admins can generate reports to analyze attendee numbers and event feedback.
- **Registration and Attendance Statistics:** Data on registrations, attendance, and cancellations help admins assess the overall success of their events.

10. Mobile-Friendly Design (Customer and admin role):

The system should be mobile-responsive so that both customers and admins can access it on smartphones or tablets:

- **Mobile Access for Customers:** Attendees can browse events, register, and check their dashboard on their mobile devices.
- **Mobile Access for Admins:** Admins can manage events and check registrations on the go, allowing for greater flexibility.

Bench Mark Table:

Functions/features	My event management system	Top event (old event management system)
Registration/login	Easy sign-up with social media integration.	-----
Event creation and management	Intuitive and separate dashboard for both customer and admins.	-----
(New feature) Engaging event displays	Interesting and engaging graphics, images used	-----
Customer dashboard	Personalized user friendly	Basic event list only
Real-time registration tracking and updates	Real-time updates on registered events.	Daily updates
Event feedback	Form available for feedback submission and collections	No feedback forms
Report analytics	Records and history available for admin to view	Records, History available
Mobile access	Fully responsive design	Mobile app available
Notifications (emails, sms, notifications)	Automated reminders via sms, email, notifications	Notifications

New feature:

Customizable Event Pages (Admin role):

Admins shall be allowed to create and customize detailed event pages with images, videos, FAQs. This can make events more engaging and informative. Admins can better promote their events with rich media content and help attendees get all the necessary details in one place. Admins can include high-quality images and videos of the event venue, providing customers with a visual understanding of the location, layout, and atmosphere. This helps attendees (customers) to visualize where the event will take place and feel more confident about attending. FAQs Related to Venue: Common Questions: By including a FAQ section specifically addressing venue-related questions (e.g., "Is there parking available?", "What are the accessibility options?"), customers can quickly find answers to their concerns without needing to contact the organizers.