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| Use Case | Normal Scenario | Error Scenario |
| Buy Ticket | Users can purchase a ticket for their desired event, in advance of the event from the online service. | Failure to purchase the ticket could be because of a lack of funding on the users end. This issue could be addressed by denying service to the user. |
| Return Ticket | Users can return the purchased ticket if the event is no longer desirable. | Failure to return the ticket could be caused by a lack of proof that the user purchased the ticket.  This issue could be addressed by denying service to the user. |
| Search for Ticket | Users can search the online service for potential events to attend. | Failure to find a ticket could be caused by lack of desirable events for the user.  This issue could be addressed by providing discounts to the user or for advertising other events sold by other ticket vendors. |
| Exchange Ticket | Users can exchange a ticket for another ticket. | Failure to exchange a ticket could be caused by a lack of possible exchangeable events. This issue could be remedied by offering a refund. |
| Print Ticket | Users can request that their ticket be printed to their own printer. | Failure to print the ticket could be caused by a failure to produce proper identification. This issue can be addressed by denying service. |
| Display Ticket | After the user has been purchased, the user has the ability to view the product that they had purchased. | Failure to view the ticket fall into two categories - physical and digital. A digital error could be caused by their server system being unable to accept the html request for the digital ticket.  A physical error could be caused by their printers being unable to print the ticket. |
| Go to Event | Users can attend the event by going to the location of the event at the right time and presenting a ticket. | Failure to attend the event could be caused by attending at the wrong time, going to the wrong location or presenting a faulty or incorrect ticket. |
| Register Account | Users can use this online service to make purchasing tickets easier, stay updated on upcoming events and get information about potential sales. | Failure could occur by failing to enter registry information correctly or in the wrong format. |