

Software Requirements Specification

(SRS) Document

Show Hunter

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Regmi

1. Project General Description

The objective of Show Hunter is to allow an easy accessible way to view various vendors who are hosting events. Vendors will be able to update their page to reflect new events they'll be hosting for the users to view and sign up or buy tickets to attend.

2. Product Features

Show Hunter seeks to make the sluggishness of finding shows and buy tickets a breeze. Outlined below are the key features Show Hunter offers:

Venue Subscription: Users can find their favorite venues and subscribe to stay in the know about upcoming events. Subscribers will be the first to know of any new activities and begin planning early what show to attend.

Purchase Tickets: Users will be able to buy tickets to the venue shows from the venue's page. This is a quick and easy process that allows users to instantly buy tickets when a show is announced or becomes available.

Write Comments: Users can compose comments to review venues. These comments are related to the venue not the show specifically. This distinction needs to be made clear to the user.

Search for Venues: Show Hunter will have search features to allow users to easily find a venue.

3. Functional Requirements

- FR0: The app will allow all users to create a profile.
- FR1: The app will allow all users to modify their profile.
- FR2: The app will let users subscribe to venues and receive notifications.
- FR3: The app will allow the users to purchase tickets for shows hosted at a venue.
- FR4: The app will allow the user to write comments to venues.
- FR5: The app will allow venues to update and modify their Show Hunter page.
- FR6: The app will allow venues to sell tickets.
- FR7: The app will allow administrators to moderate user comments, and venue pages.
- FR8: The app will allow administrators to handle refund requests.
- FR9: Accounts will be protected by login pages with passwords.
- FR10: Venues must be verified by administrators.
- FR11: Administrators will be assigned.

4. Non-Functional Requirements

- NFR0: User interface should be clean, intuitive, and not cluttered
- NFR1: Account creation for users and venues should be simple and quick.
- NFR2: Flagging and deleting cards should take less than 10 seconds.
- NFR3: Subscribing/Unsubscribing from a venue should take less than 3 seconds.
- NFR4: Payment information should be encrypted and take no more than 20 seconds to process

5. Scenarios

a. Users – *Thomas Gibson*

i. View/subscribe to venues

- **Initial Assumption:** The user is logged in, and on the home page.
- **Normal:** The user will see venues on the home page or they may use the search bar to find a specific venue.
 - a. If the user sees a venue they like. They will click on it to view the page and the subscribe option will be on the venue page.
- **What Can Go Wrong:** The user accidentally subscribed to a venue. The subscribe button will turn into an unsubscribe button.
- **System State on Completion:** The user can use the app as they see fit, they will have a shortcut from the home page to view their subscription and will be able to receive notifications.

ii. Purchase Tickets

- **Initial Assumption:** The user has selected a show on the venues page and the venue is currently selling tickets.
- **Normal:** The user will click the purchase tickets button. They will have to fill out payment information. If they have their payment info configured to their profile, they'll just confirm the payment.
- **What Can Go Wrong:** The payment could not go through in which case the transaction should be canceled and the ticket not given. The user could also want to refund their purchase. Show Hunter allows refunds for up to 48 hours after the purchase if the purchase was made at least a week in advance to the show. The show could also get canceled in which all customers who purchased tickets will be reimbursed.
- **System State on Completion:** The transaction completed and the user charged the appropriate amount. The user can view the ticket from the app which venues can be shown to the venue staff on entry of the show.

iii. Write Comments

- **Initial Assumption:** user is logged in and viewing a venue's Show Hunter Page.
- **Normal:** The user can write a comment to the venue. The comment box will be under the venue's banner on their page.
- **What can Go Wrong:** The user may have posted a comment accidentally or they may want to remove the comment. Comments can be deleted by the user. If a comment is posted that violates the TOS then venues and other users may flag the comment and admins can view the comment. Commenting is a privilege so if users violate TOS they may lose the ability to comment.
- **System State on Completion:** The user's comment gets posted and is publicly visible to venues and other users.

b. Venues - *Trevor Church*

i. Post Shows

- **Initial Assumption:** The venue is logged in, and on the home page.
- **Normal:** The venue can post an upcoming event. This would include promotional images, a link to buy tickets, and further information about the venue and performance.
- **What Can Go Wrong:** There could be typos or incorrect images uploaded to the show information page. The performer could also cancel. The venue will be able to edit the page after posting, and have a way to mark a show as canceled, refunding tickets that had been purchased and notifying customers.
- **System State on Completion:** Users can view, follow, and purchase tickets on the successfully completed show post.

ii. Sell Tickets/Merchandise

- **Initial Assumption:** The venue has secured a performance and posted show information
- **Normal:** The venue can add tickets and merchandise to the show post. The venue can directly receive however much they charge for the tickets minus the commission fee. If users buy merchandise, they will get a receipt that can be used to claim their goods at the show. Once a product is sold out, the purchase button turns into a sold out sign
- **What Can Go Wrong:** Products could accidentally continue to be sold once sold out, in which case the venue owners can issue refunds.
- **System State on Completion:** The user has a digital receipt for whatever they bought, and can use it to get in and pick up their merchandise at the show. The venue has received payment.

iii. Manage Venue Profile

- **Initial Assumption:** The venue has set up a basic page with their name and address.
- **Normal:** The venue can post promotional images and videos from shows they have previously hosted, they can list information about the venue such as age requirements, bar information (if applicable), and parking information
- **What Can Go Wrong:** Someone may attempt to set up a venue page for a location they don't own, in which case the owners of the location will be able to dispute and get the impersonation account removed. The venue could have made a mistake in their page setup or have added new rules, and will be able to edit their profile at any time
- **System State On Completion:** The venue profile will be visible to all users and other venues, and open to comments.

C. SysAdmin Use Cases - Rabin Regmi.

Manage User Access

Initial Assumption:

- SysAdmin is logged in and on the user management page.

I. Normal Flow:

- Views a list of customers and providers.
- Ban or unban a user based on the violation(e.g., inappropriate review or fake events).

II. What can go wrong:

- May ban the wrong user; there will be an “unban” option to reverse the action.
- The user access management features might face temporary downtime due to system errors

III. System state on completion:

- The user will either be banned and unable to access the platform or unbanned and granted full access again.
- The SysAdmin's action will be logged for auditing purposes (practice of keeping detailed records of all important actions or changes made within a system, so they can be reviewed or inspected later)

Moderate Services

I. Initial Assumption

- SysAdmin is logged in and has access to the list of services(events) posted by venues.

II. Normal flow

- Can view all active/pending events.
- If a service is flagged by users or found to violate platform policies (e.g., inappropriate content, false information), the SysAdmin can remove or suspend the listing from the system.
- Can reinstate services if a mistake was made

III. What can go wrong

- A legitimate service may be flagged by mistake or removed in error.
- In such cases, the SysAdmin can restore the service if an appeal is successful.
- Additionally, the service list may not update in real time if there's a system lag.

IV. System state on completion

- The service will either be removed or reinstated based on the SysAdmin's action.

- The provider is notified of the decision, and the system logs the moderation activity.

Moderate reviews

I. Initial Assumption:

- SysAdmin is logged in and can view all reviews and comments.

II. Normal flow

- Reviews flagged comments/reviews.
- Can delete inappropriate reviews or block the user from commenting.
- If a review does not violate the rules, no action is taken.

III. What can go wrong

- Legitimate reviews may be mistakenly removed, but SysAdmin can restore them.
- Flagged reviews may not load properly due to technical issues.

IV. System state on completion

- The flagged review is either removed or restored, depending on the SysAdmin's action.
- The customer and venue will be notified of any action taken. The action will be logged for auditing purposes.

View usage statistics

I. Initial Assumption

- SysAdmin is logged in and has access to the platform's analytics dashboard.

II. Normal Flow

- Views statistics (e.g., active users, ticket sales, popular venues).
- Can filter data by time periods, venues, or user types.
- Can export data into a report for further analysis.

III. What can go wrong

- Dashboard may not load data in real time due to delays.
- Inaccurate data may be displayed due to system bugs or incomplete logging

IV. System State On Completion

- The SysAdmin successfully views and analyzes the data.
- If required, they can export it for further reporting, and all actions are logged for reference.

Scenarios With Screenshots

Customer - Thomas

Show Hunter

Search... Search

Create User Account

Profile Picture Link
https://example.com

Username
Thomas G.

Email
jtgibson@uncg.edu

Password
....

[Create Account](#)

1. The user will fill out a form to let them create an account.

Show Hunter

Search... Search

Home Subscriptions Settings

Account Settings

Profile Picture
Choose File No file chosen

Username
Thomas G.

Email
jtgibson@uncg.edu

Password
....

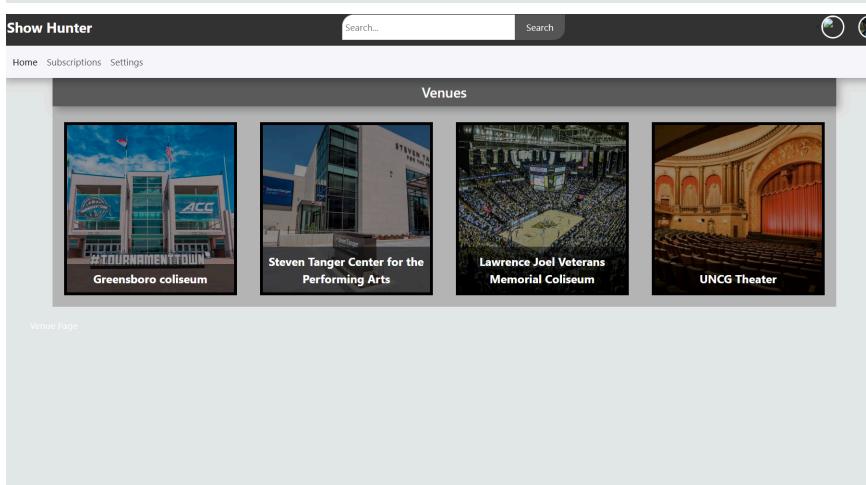
New Password
Enter new password

Confirm New Password
Confirm new password

[Save](#)

[Delete Account](#)

2. The user can modify their account



3. The user can view venues on the home page\|

User Comments

Leave a Comment

Comment

Write your comment here...

Post Comment

4. The user subscribes, browses shows and posts comments

User Comments

Disney Mass September 26, 2024

Leave a Comment

Comment

Write your comment here...

5. The user can view venue pages, subscribes to greensboro coliseum, posts a comment.

93.1 The Wolf & Bud Light Present Jelly Roll

Details

Merchandise

Beautifully Broken T Shirt

Beautifully Broken Gold Vinyl Track

Ballads Of The Broken CD

6. The User view a show and the subscribe button becomes a buy ticket button which they will be redirected to the show's ticket selling page.

Beautifully Broken Gold Vinyl Track

\$19.99

Please note that this is a pre-order. Orders for this item will ship on or around October 11. In stock items purchased with this item will not ship separately. As of 09/30 - if you pre-ordered this item and need to make changes to your order, please do so by October 2nd 12 PM CT. Any edits to orders cannot be guaranteed after this date due to shipping timeline requirements for release week. Beautifully Broken is the new studio album from Jelly Roll releasing October 11th and features the hit single "I Am Not Okay". The gold nugget 12" vinyl is housed in a gatefold package. Limit of 2 units allowed per order, per household. Additional units will be cancelled and refunded.

Quantity

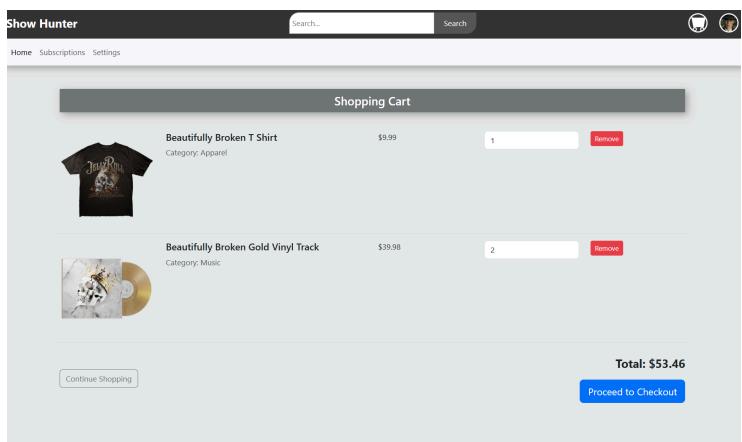
1

Add to Cart

Product Details

- play time: 56 min 22 sec
- Includes autograph
- Gold Vinyl

7. The user clicks a merch product and is able to view its details and add it to their cart.



8. The user can see their cart. Updates the quantity of an item and proceeds to checkout

SysAdmin - Rabin Regmi

Review List

[Add New Review](#)

Content	Status	Service ID	Actions
bad system	Pending	552	Moderate Delete

- The SysAdmin navigates to the Review List section and sees all reviews along with their statuses (Pending, Approved, or Rejected).
- The SysAdmin clicks "Moderate," selects "Approved" from a dropdown menu, and submits the form.
- You can also delete Reviews
- After moderation, the review status is updated to reflect the action taken.

Manage Users

[Add New User](#)

Username	Email	Role	Status	Actions
testWriter2	test@gmail.com	Customer	Active	Ban Edit Delete

- Views the list of all registered users.
- Selects a user for action (e.g., "Ban" "Uban" or "Delete").

Service List

[Add New Service](#)

Name	Status	Description	Actions
Event Booking System	Pending	users can buy tickets here	Moderate Delete

- Views the list of services.
- Select a service to delete by clicking "Delete."
- Edit the Service by Clicking “Moderate”
- Confirms the deletion action and the service is removed from the database.

Usage Statistics

Total Users	1
Total Providers	0
Total Customers	1
Total Services	1
Total Reviews	1

[Update](#)

- Views a summary of platform activity, such as total users, services, customers, and reviews
- Updated bottom updates whenever any changes are made in Users, Providers, Customers, or services

Provider - Trevor Church

The screenshot shows a dark-themed web application for managing venues. At the top center, the word "Venues" is displayed in white. Below it is a blue button labeled "Create New Venue". The main content area contains three cards, each representing a venue:

- etc.**: A card for a community organization. It includes a short mission statement: "The mission of etc is to connect through creativity and activism, bringing together different cultures and promoting autonomy. We believe in community service that supports issues in our local community and beyond." Below the text is a "View Details →" link.
- Greensboro Coliseum**: A card for a large entertainment and sports complex. It states: "The Greensboro Coliseum is one of the largest entertainment and sports complexes in the southeastern United States. We host a wide variety of events, including concerts, sports competitions, and conventions." Below the text is a "View Details →" link.
- Hangar 1819**: A card for a live music venue. It says: "Hangar 1819 is a live music venue located at 1819 Spring Garden Street in Greensboro, North Carolina. It offers a standing-room-only experience and operates as a cashless establishment." Below the text is a "View Details →" link.

1. Providers can post and manage venues they want to advertise

The screenshot shows a "Create New Venue" form. At the top, the title "Create New Venue" is displayed. The form consists of two input fields: "Name:" with a text input field below it, and "Description:" with a larger text input field below it. At the bottom right of the form is a green "Create Venue" button. In the bottom left corner of the form area, there is a "Back to Venues" link.

2. Providers can edit and create new venues

Greensboro Coliseum

The Greensboro Coliseum is one of the largest entertainment and sports complexes in the southeastern United States. We host a wide variety of events, including concerts, sports competitions, and conventions.

Nitro Circus

This jaw-dropping show will thrill fans of all ages with unbelievable stunts, dynamic performances, boundless energy, and non-stop excitement. This tour will make a special stop in Greensboro on December 15.

[View Show Details →](#)

TOBYMAC Hits Deep Tour

TobyMac is an American contemporary Christian music singer, rapper, songwriter, and record producer. His road band is known as Diverse City.

[View Show Details →](#)

3. Providers can advertise upcoming shows at their venues, shows linked with a ManyToOne relationship with venues

TOBYMAC Hits Deep Tour

Greensboro Coliseum

TobyMac is an American contemporary Christian music singer, rapper, songwriter, and record producer. His road band is known as Diverse City.

Ticket Info: [Buy Tickets](#)

Life After Death 2LP

TOBYMAC is a guy that makes music and this album you can buy is called life after death

\$30.0

[View Merch Details →](#)

4. Providers can provide a link to purchase tickets for each show, and have merchandise linked with a ManyToOne relationship with shows.5

Edit Show

Show Title:

TobyMac is an American contemporary Christian music singer, rapper, songwriter, and record producer. His road band is known as Diverse City.

Description:

Ticket Link:

Select Venue:

5. Providers can edit show information, and change which venue a show is linked to

Update Merchandise

Image URL:

Title:

Price:

Description:

6. Providers can edit merchandise information

Comments

Write your comment here...

Add Comment

Bathrooms were disgusting, I can't believe they don't get cleaned more often!

[Delete](#)

[Back to Venue](#)

7. Comments are linked with a ManyToOne relationship with venues



Description: TOBYMAC is a guy that makes music and this album you can buy is called life after death

Show: TOBYMAC Hits Deep Tour

[Edit Merchandise](#)

[Delete Merchandise](#)

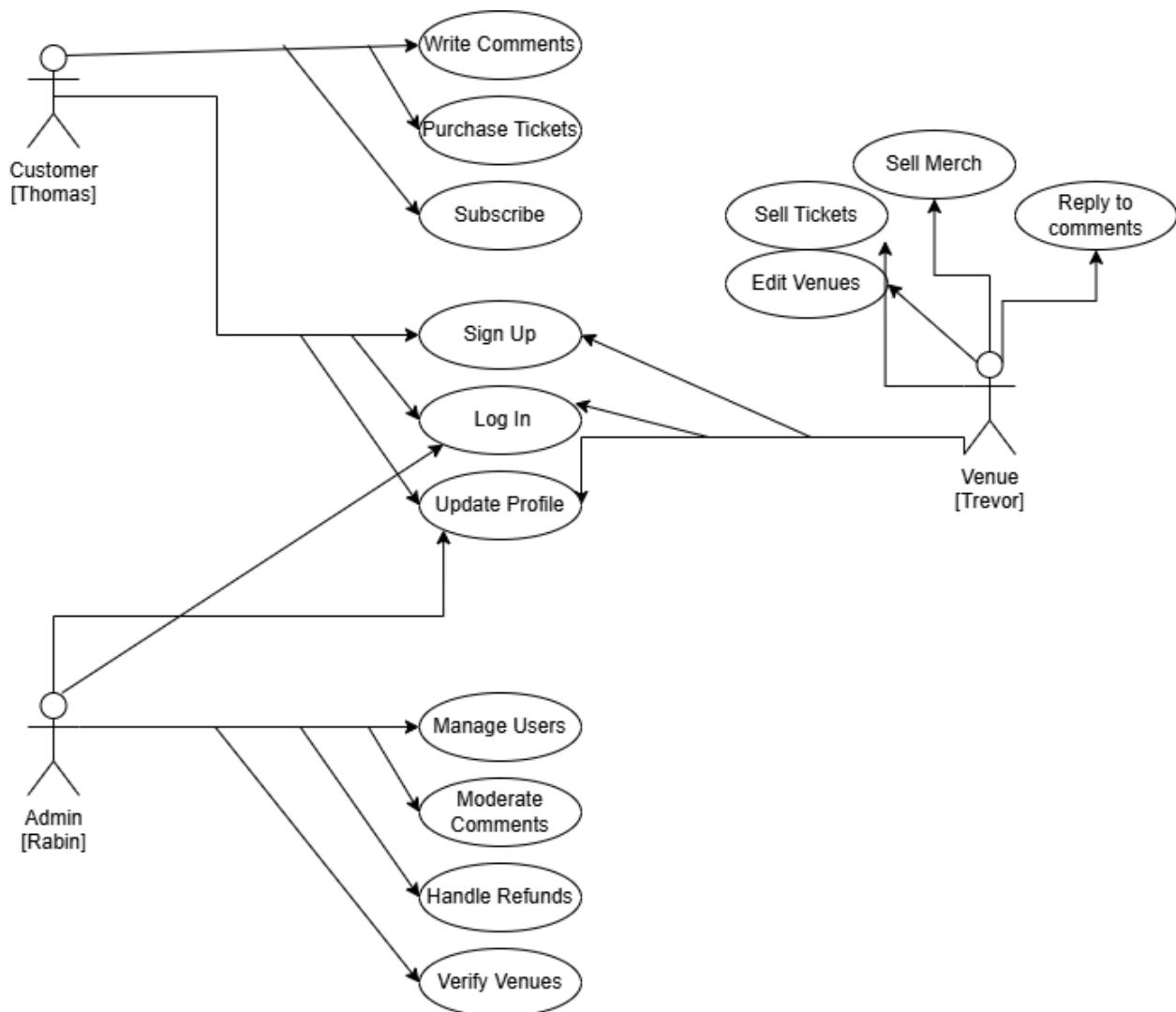
8. Merchandise can be edited and deleted, and have the ability to display images

Design Document

1. Project Overview

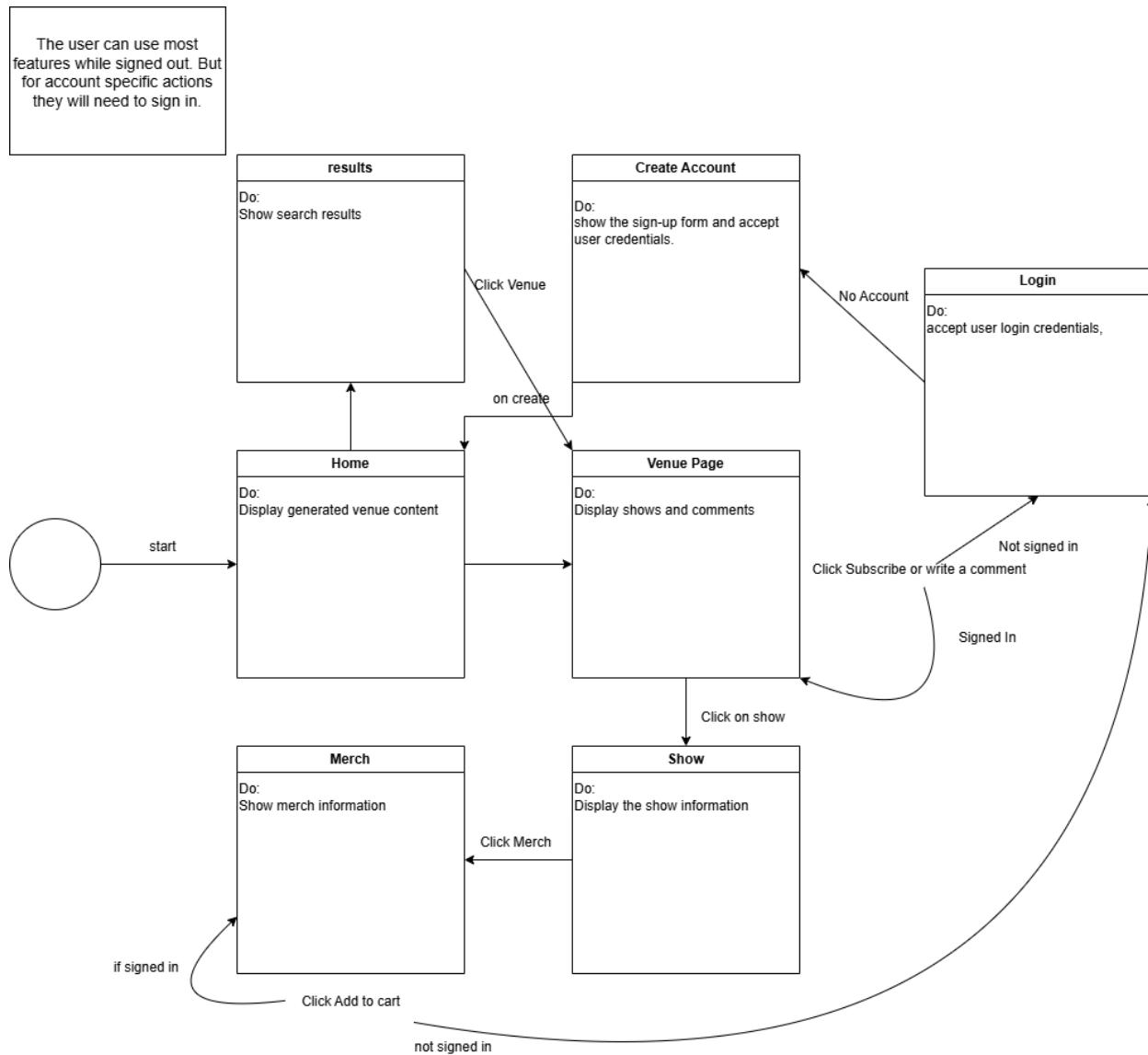
The goal of the Show Hunter web application is to connect users to event venues and follow their local scenes. Venues create profiles with show information, venue information, and merchandise for sale.. Users can scroll through local venues, browse their shows and merch, and subscribe to their favorite venues. Users can add comments a venue profile, and venue accounts can respond. Admins are responsible for content moderation and verification..

2. Use-Case Model

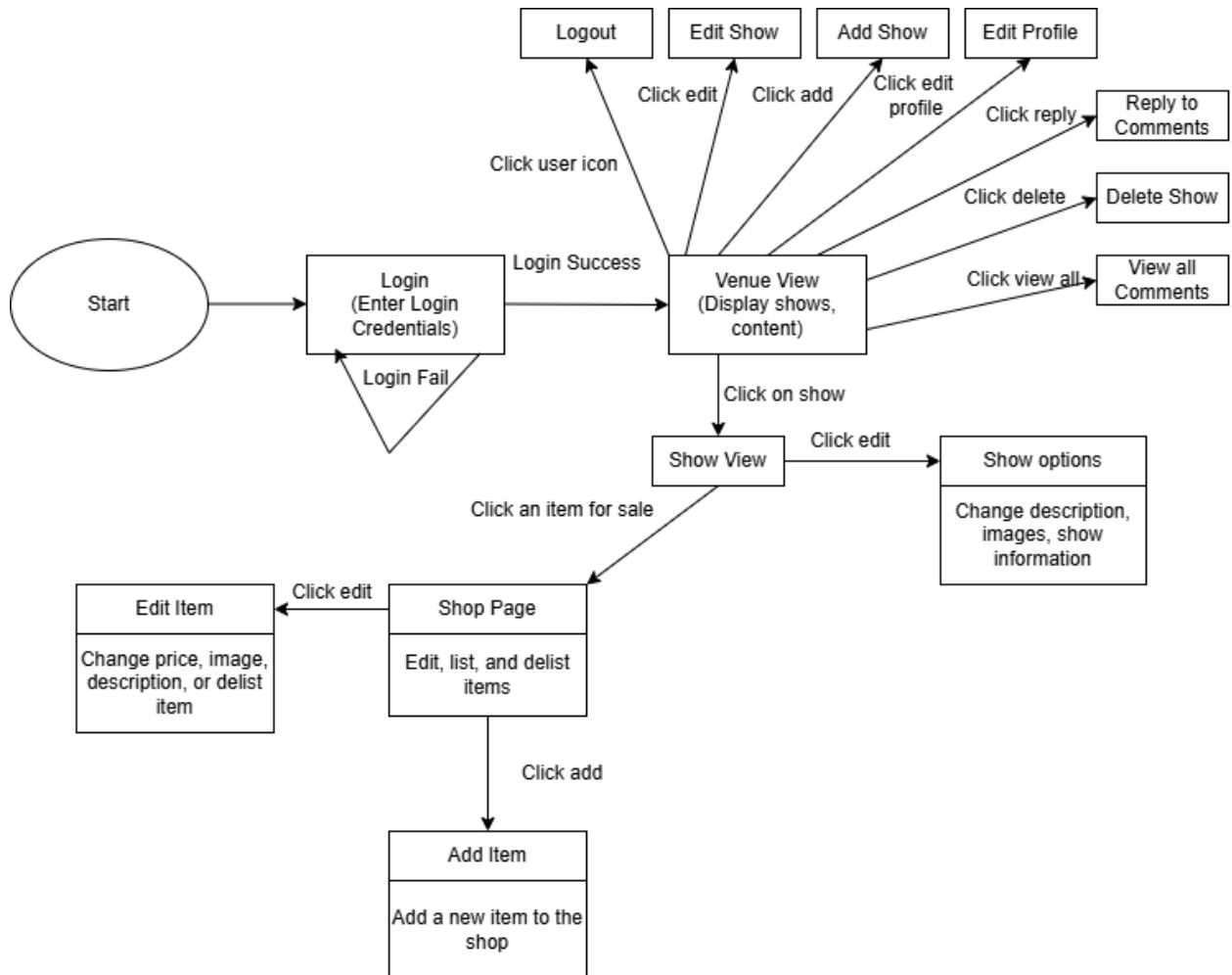


3. State Machine Diagrams

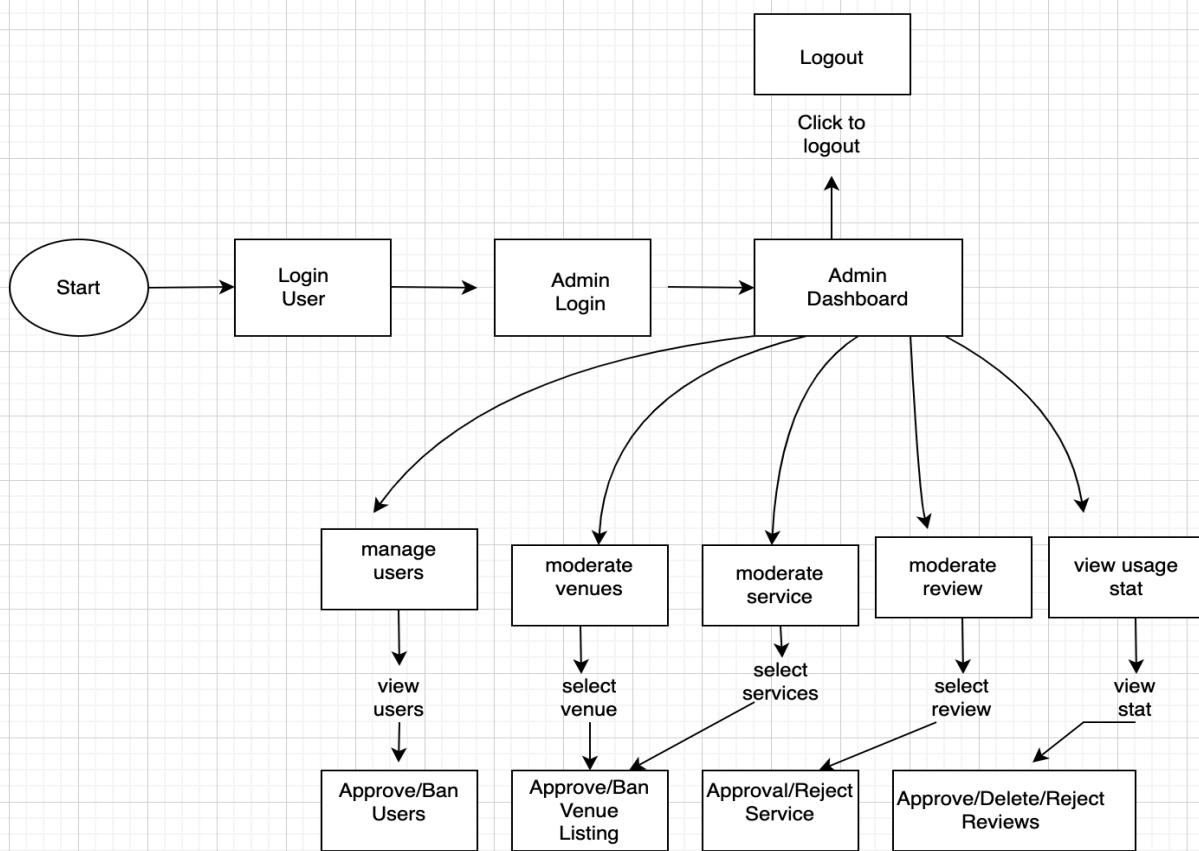
a. User – Thomas Gibson



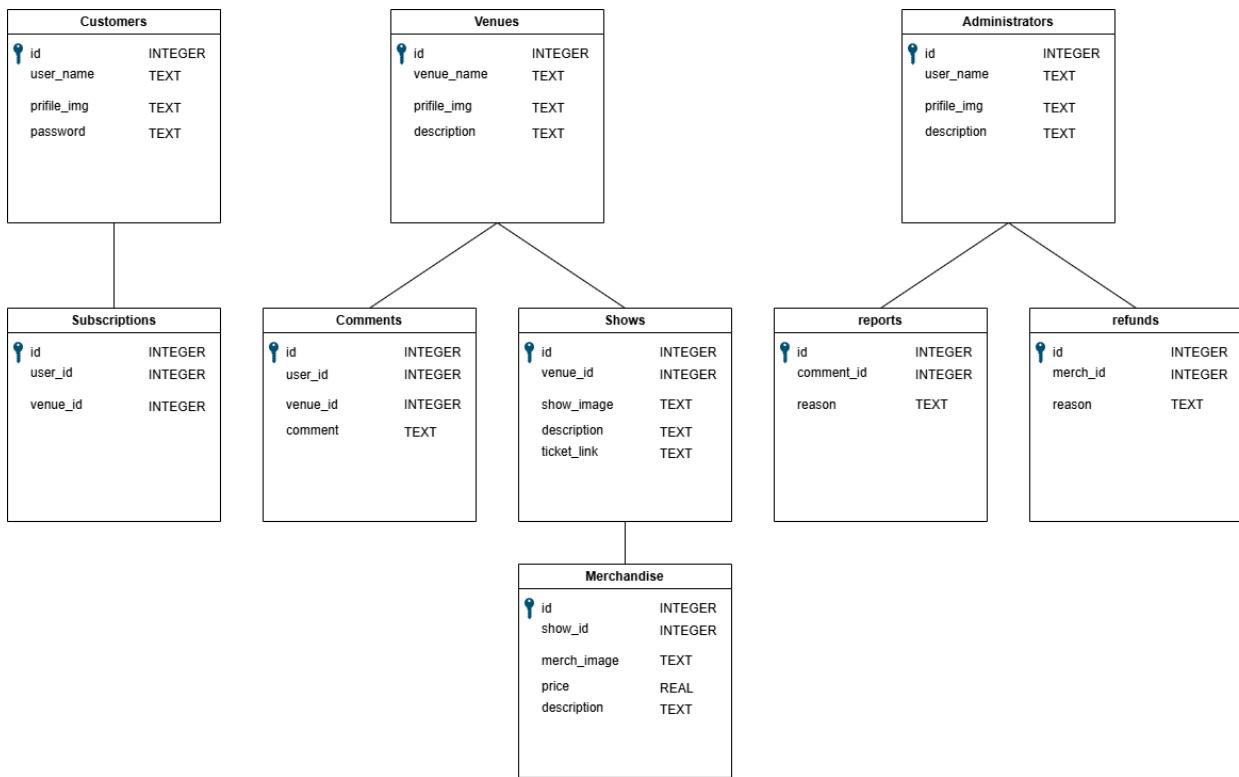
b. Venue - Trevor Church



c. Admin – Rabin



4. Database Schema



5. Software Architecture - MVC

