Software Requirements Specification (SRS) Document

Show Hunter

09/26/2024

Version 1

Trevor Church, Thomas Gibson, Rabin 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 venus 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 venus. 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: Content cards will be generated 5 at first, and then a new card will be generated

whenever the user swipes on the current card. This will promote a quick system rather than

generating a long list of cards at once.

- NFR1: A user can locate their bucket in less than 10 seconds. It will then display 10 records so that the web page is not overrun.

- 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 "undo" 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.