Case: Customer Login

Pre-Requisites:

* Customer is a registered user

Description:

1. User accesses HGP events site
2. User clicks “Login”
3. User enters username and password
4. User clicks submit

Expected:

* User is logged in to their own account

Constraints:

* User is only allowed to enter password [x] times before lockout
* Password must meet minimum password requirements

Case: Customer Registration

Pre-Requisites:

Description:

1. User accesses HGP events site
2. User clicks “Register”
3. User enters username and password
4. User enters email address
5. User may enter personnel information
6. User may choose to subscribe
7. User submits application
8. User verifies membership

Expected:

* User is logged in to their own account

Constraints:

* Username must be unique
* Password must meet minimum password requirements
* Username, password, and email are required

Case: Customer Purchase Ticket

Pre-Requisites:

* Customer has accessed the HGP site

Description:

1. User searches tickets
2. User selects tickets and quantities
3. User provides order information
   1. If user is registered, user may login
   2. Enter shipping info
   3. Enter billing info
4. Order total calculated
   1. Discounts applied
   2. Taxes applied
5. User submits order
6. Order confirmed

Expected:

* User successfully places an order
* Order invoice is generated and emailed to customer

Constraints:

* User may search for tickets by event and/price
* If purchase date is at least 7days before event, user has option to have tickets mailed
  + User required to enter mailing address to accept this option
  + User can elect to pick-up tickets

Case: Event Search

Pre-Requisites:

* User has accessed/logged in to HGP events site
* User has accessed selected event search option

Description:

1. User enters/selects search term
   1. Keyword
   2. Date
   3. Venue
   4. Price
2. Results returned
3. User selects result for review

Expected:

* Results are returned to user
  + If no results, a “no matching results found” message is returned to user

Constraints:

* User able to select result for further review
* User able to return to search results
* If no results, a “no matching results found” message is returned to user

Case: Agent – Ticket Transaction

Pre-Requisites:

* Agent has access to employee/admin portal

Description:

1. Agent searches tickets
2. Agent selects tickets and quantities
3. Agent enters order information on behalf of customer
   1. Enter customer info
   2. Enter shipping info
   3. Enter billing info
4. Order total calculated
   1. Discounts applied
   2. Taxes applied
5. Agent submits order
6. Order confirmed

Expected:

* Agent successfully places an order on behalf of customer
* Order invoice is generated and emailed to customer

Constraints:

* Agent may search for tickets by event and/price
* If purchase date is at least 7days before event, customer has option to have tickets mailed
  + Agent required to enter customer mailing address to accept this option
  + Customer can elect to pick-up tickets
* Agent may create customer account / subscription

Case: Cancel Ticket Transaction

Pre-Requisites:

* Must have ticket order / reservation number
* User has accessed/logged in to HGP site
* Agent must be logged into employee/admin portal

Description:

1. User search for order / reservation number
2. Display order details
3. User selects cancel reservation option
4. Confirm cancellation

Expected:

* Order is cancelled
  + Reserved tickets are made available for purchase again
  + Confirmation email is generated and sent to customer
* If applicable, refund is scheduled to be processed

Constraints:

* Must comply with HGP and/or venue cancellation policies

Case: Add Event / Venue

Pre-Requisites:

* Administrator is logged into employee/admin portal

Description:

1. User selects appropriate “Add” function
2. User enters information
   1. Event
      1. Name
      2. Artist
      3. Start/End DateTime
      4. Location
      5. Max ticket capacity
   2. Venue
      1. Name
      2. Address
      3. Max capacity
      4. Section/Ticket chart
3. User saves new entry

Expected:

* Database updated with new entry

Constraints:

* Event ticket capacity cannot exceed venue max capacity
* Venue section ticket capacity cannot exceed venue max capacity

Case: Manage Available Tickets

Pre-Requisites:

* Administrator is logged into employee/admin portal

Description:

1. User searches / adds event
2. User adds / selects venue section
3. User sets available capacity
4. User saves new capacity

Expected:

* Event updated with available tickets for sale

Constraints:

* Event ticket capacity cannot exceed venue max capacity
* Venue section ticket capacity cannot exceed venue max capacity
  + Number of tickets available and number of tickets reserved cannot exceed venue max capacity or section max capacity