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ONLINE RESERVATION SYSTEM

1 Introduction

This document provides the software requirements for an online ticket reservation system for customer to purchase tickets for various events such as concerts, sports games and theatres shows.

1.2 Scope

The system will allow customers to browse and select views seating availability and pricing, purchase tickets and receive confirmation of their purchase. It also provides an interface for event organizer to manage their events and tickets sales.

2 User Requirements

2.1 Customer Requirements

The customer must be able to search and view a list of events.
The customer must be able to view event details such as time, location and seating availability
Able to select seats and view the total costs of their purchase.
Able to enter payment details and receive confirmation of their purchase.

2.2 Organiser Requirements

Must be able to create and manage events.
Must be able to view tickets sales and revenue reports.
Must be able to update event information and seating availability

3 System Requirements

3.1 Functional Requirements

Must allow customers to search and view a list of events
Must allow customers to view event details such as date, time, location

and seat availability.

The system must allow customers to enter payment information and receive confirmation of their purchase.

The system must provide an interface for event organisers to create and manage events.

~~The systems must provide event organisers to create and manage events~~ ~~for event organisers to create & manage events with reports on ticket sales~~ and revenue.

3 System Requirements

3.1 Functional requirements

The system must allow customers to search and view a list of events

Must allow customers to view event details such as date, time, location and seating availability.

Must allow customers to select seats and view the total cost of their purchase.

Must allow customers to enter payment information and receive confirmation of their purchase

The system must provide an interface for event organisers to create and manage events

The system must provide event organizers with reports on ticket sales and revenue.

3.2 Non-functional requirements

The system must be secure with SSL encryption for sensitive information

The system must be scalable and able to handle a high volume of concurrent users

Must be user-friendly and accessible to customer with varying levels of technical proficiency.

4 System Architecture

4.1 Technical Architecture

The system will be developed using a combination of HTML, CSS, Javascript and a back-end database

The system will be hosted on a cloud based infrastructure

5 Project Schedule

5.1 Milestones

Requirement gathering analysis

System design

Development and testing

Deployment and maintenance

6 Reporting and Analytics

* The system should generate reports on tickets sale, revenue and user demographics

The administrator should be able to view and download reports.

* Able to view & download reports

7 Security

8 Performance

9 Scalability