**User Story**

**TICKETWAVE**

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| **Date : 10th September 2024** |
| **Version : 2.0** |
| **State : On-going** |
| **Author : Anh Huynh** |

#### Version History

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| --- | --- | --- | --- | --- |
| **Version** | **Date** | **Author(s)** | **Changes** | **State** |
| 1.0 | 10/9/2024 | Anh Huynh | Making user story | Draft |
| 2.0 | 19/9/2024 | Anh Huynh | Change US6 – US7 | On-going |
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| User Story | Description | Acceptance Criteria | Estimation  (story points) | Priority |
| US1 | As a user, I want to book and view my tickets so that I can manage my bookings. | - Users can book tickets.  - Ticket details are accurate.  - Users can modify or cancel tickets as per platform rules. | 5 | 100  Must Have |
| US2 | As a user, I want to search for events based on name and location so that I can easily make my booking or have a look at them. | - Displays search results accurately based on user input.  - Results match the search criteria.  - The search bar is visible and functional. | 5 | 95  Must Have |
| US3 | As a user, I want to register an account so that I can book tickets easily. | - The user can register with a valid email and password based on format.  - A confirmation email is sent upon registration.  - The registration form provides validation feedback. | 5 | 90  Must Have |
| US4 | As a user, I want to log in so that I can access my account. | - Users can log in with valid credentials.  - Error message appears for invalid login attempts.  - Successful log in redirects to the user dashboard. | 3 | 85  Must Have |
| US5 | As a user, I want to reset my password if I forget it so that I can log in again. | - Users receive a reset link via email.  - Password is updated successfully upon confirmation. | 5 | 75  Should Have |
| US6 | As a user, I want to receive real-time notifications related to event updates, bookings, and reminders, and access real-time chat support so that I stay informed and receive assistance when needed. | - Notifications are sent in real-time for event updates, bookings, and reminders.  - Notifications are displayed within the user interface.  - Users can access real-time chat support for assistance with bookings or event inquiries. | 8 | 70  Should Have |
| US7 | As a user, I want to receive event recommendations based on my preferences so that I don’t need to look through all the events. | - Recommendations are generated based on past bookings and searches.  - Users can personalize recommendation settings. | 8 | 65  Could Have |
| US8 | As a user, I want to choose my seat using a floor plan for events so that I can have a good seat when I check in. | - Users can view a visual floor plan and select available seats.  - Selected seats are reserved immediately upon booking. | 8 | 50  Could Have |
| US9 | As an admin, I want to manage users’ comments on events so that I can ensure a nice and friendly environment on the platform. | - Admin can view, and delete harsh comments under the events.  - Changes are reflected immediately in the system. | 5 | 95  Must Have |
| US10 | As an admin, I want to manage users so that I can monitor platform activity. | - Admin can view, edit, and delete user accounts.  - Changes are reflected immediately in the system. | 5 | 90  Must Have |
| US11 | As an admin, I want to generate reports on ticket sales and user activity so that I can monitor performance. | - Reports are accurate and reflect real-time data.  - Admin can filter reports by date, event type, and user activity. | 8 | 75 Should Have |
| US12 | As a sales manager, I want to create and edit event listings. | - Events can be created and edited with all necessary details.  - Changes are saved and reflected immediately. | 8 | 95  Must Have |