

# CWG 2018

## Ticketing system

# User Stories

## 2018 Commonwealth Games ticketing system by Group 5

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# System Goals

- Build the GC 2018 Commonwealth Games website's ticketing system.
  - Simple to use/Intuitive
  - Allow varied users/customers to view and purchase tickets according to their requirements
    - The following users will have discount options
      - Old age pensioners
      - Full-time students
    - The following users have fixed pricing
      - Adult
      - Children
      - Group
  - Provide food vouchers for the event, when redeemed/ordered
  - Maintain security of customer details

# System Roles

Old age pensioners – Users with proof of Australian pensioner card/ID

Full-time students – Users with Australian student card/ID

Adult – Users 18+ years

Children – Users 8 years and under, it is possible for children at 8 years to use the system

Group – All roles excluding concessions

# 1. Release

**Story  
ID: S03**

## **Adult - Ticket Purchase**

**Priority:  
High**

**Story  
Points: 4**

As an adult I want to be able to buy tickets so that I can go to the selected event

### **Acceptance Criteria:**

- 1 ticket, 1 user
- No ticket if payment process faults
- Ticket should be issued without any delays in processing
- Confirmation on screen

**Notes: Event and Seat should be selected prior to checkout**

**Story  
ID: S01**

## **Event Selection - Ticket Purchase**

**Priority:  
High**

**Story  
Points: 2**

As a fan of an event, I want to be able to select an event so that I can book tickets for that selected event

### **Acceptance Criteria:**

- No old event should come up for selection
- Able to Select normal valid events
- Time and date of events should be displayed boldly

### **Notes:**

- Sync up with event system for event selection

**Story  
ID: S02**

## **Seat Selection - Ticket Purchase**

**Priority:  
High**

**Story  
Points: 2**

As a customer, I should be able to select seats at an event so that i could choose the best viewing angle.

### **Acceptance Criteria:**

- Already booked seats should not be available for selection
- Should be able to select a seat
- 5 minute seat block

### **Notes:**

- Synch up with event system for seat selection data

**Story  
ID: S06**

## **Ticket Cancellation**

**Priority:  
High**

**Story  
Points: 8**

As a user I want to be able to cancel tickets if I would like to cancel my purchase.

### **Acceptance Criteria:**

- Be refunded if cancelled 24 hours before event.
- Seat should be available again after refund.
- Ticket holder should emailed confirmation of cancellation.
- Provide helpline.
- Require authorization.

### **Notes:**

**Story  
ID: S20**

## **Customer Support Chat**

**Priority:  
High**

**Story  
Points: 1**

As a customer, If I am stuck in ticket booking or cancellation then could contact customer support for help via chat .

### **Acceptance Criteria:**

- Customer is able to chat with customer support

### **Notes:**

- Integration with external Customer Support system Required

## 2. Release

**Story  
ID: S05**

## **Ticket Purchase - Food Purchase**

**Priority:  
High**

**Story  
Points: 1**

As a customer, when I purchase a ticket, I want to be able to book food so that I can eat during the event

### **Acceptance Criteria:**

- For an event, food types should be available for selection
- No food without event selection

### **Notes:**

- Synch up with food & event system component to match event & food selection

**Story  
ID: S07**

## **Group Seat Booking**

**Priority:  
Medium**

**Story  
Points: 2**

As a customer, I should be able to book tickets in a groups ,So as not to book ticket again and again for each individual in a group.

### **Acceptance Criteria:**

- Already booked seats shouldn't be available for selection
- Should be able to book group of tickets
- 10 minutes seat block for group of seats

### **Notes:**

- Synch up with event system for seat selection data

**Story  
ID: S10**

## **Full Time Student - Available Ticket**

**Priority:  
Medium**

**Story  
Points: 1**

As a full time student, I want to be able to see if there are discounted tickets available for me

### **Acceptance Criteria:**

- Should only be able to view available full-time student discount tickets
- Tickets should be visible only for valid events

### **Notes:**

**Story  
ID: S04**

**Adult - Available Ticket**

**Priority:  
High**

**Story  
Points: 2**

As an adult I want to be able to see if there are tickets available for me

**Acceptance Criteria:**

- Should only be able to view available adult tickets
- Tickets available only for valid events

**Notes: Sync up with event system for ticket availability**

**Story  
ID: S11**

## Pensioner - Available Ticket

**Priority:  
Medium**

**Story  
Points: 1**

As a pensioner I want to be able to see if there are discounted tickets available for me

### **Acceptance Criteria:**

- Should only be able to view available pensioner discount tickets
- Tickets only for valid events

### **Notes:**

**Story  
ID: S09**

## **Full Time Student - Purchase Ticket(s)**

**Priority:  
Medium**

**Story  
Points: 1**

As a full time student I want to buy a discounted ticket so that I can go to the event at an affordable price

### **Acceptance Criteria:**

- 1 ticket, 1 user
- No ticket if payment faulty
- Ticket should be issued if payment succeeds
- Confirmation for purchase
- Validation for full time students
- Concession applied
- Ticket type available

### **Notes:**

**Story  
ID: S08**

## Pensioner - Purchase Ticket(s)

**Priority:  
Medium**

**Story  
Points: 1**

As a pensioner I want to buy a discounted ticket so that I can go to the event at an affordable price

### Acceptance Criteria:

- 1 ticket, 1 user
- No ticket if payment faulty
- Ticket should be issued if payment succeeds
- Confirmation for purchase
- Validation for pensioner
- Concession applied
- Ticket type available

### Notes:

### 3. Release

**Story  
ID: S12**

## Pensioners - View Discount Prices

**Priority:  
Low**

**Story  
Points: 1**

As a pensioner I want to view concession/discount prices.

### **Acceptance Criteria:**

- Should only see discounted prices for available pensioner tickets for valid events

### **Notes:**

**Story  
ID: S13**

## **Full Time Student - View Discount Prices**

**Priority:  
Low**

**Story  
Points: 1**

As a full-time student I want to be able to view concession/discount prices.

### **Acceptance Criteria:**

- Should only see discounted prices for available full-time student tickets for valid events

### **Notes:**

**Story  
ID: S14**

## **Adult - Notify Price Fluctuation**

**Priority:  
Low**

**Story  
Points: 2**

As an adult I want to be notified when the price fluctuates for adult tickets.

### **Acceptance Criteria:**

- Sign up for notification
- Emailed if adult price lowers

### **Notes:**

**Story  
ID: S15**

## **Adult - Ticket Available Notification**

**Priority:  
Low**

**Story  
Points: 2**

As an adult customer I want to be notified when tickets become available

### **Acceptance Criteria:**

- The person receiving the notification should have attempted to purchase an adult ticket(s).

### **Notes:**

**Story  
ID: S16**

## **Full Time Student - Price Fluctuation**

**Priority:  
Low**

**Story  
Points: 1**

As a full-time student I want to be notified when the price fluctuates for full-time student tickets.

### **Acceptance Criteria:**

- Sign-up for notification
- Emailed if full-time student ticket available

### **Notes:**

**Story  
ID: S17**

## Pensioner - Price Fluctuation

**Priority:  
Low**

**Story  
Points: 1**

As a pensioner I want to be notified when the price of the tickets fluctuates so I can buy cheap tickets

### **Acceptance Criteria:**

- Sign-up for notification
- Emailed if pensioner ticket available

### **Notes:**

**Story  
ID: S18**

## **Full Time Student - Ticket Available Notification**

**Priority:  
Low**

**Story  
Points: 1**

As a full time student I want to be notified when tickets become available

### **Acceptance Criteria:**

- The person receiving the notification should have attempted to purchase a discounted full-time student ticket

### **Notes:**

Story  
ID: S19

## Pensioner - Ticket Available Notification

Priority:  
Low

Story  
Points: 1

As a pensioner I want to be notified when tickets become available

### Acceptance Criteria:

- The person receiving the notification should have attempted to purchase a discounted pensioners ticket

### Notes: