

Use Case 001: Ordering Movie Tickets

Overview:

This scenario describes a Customer purchasing movie tickets online.

Notes:

The customer must be able to access this site using any web browser.

Actors:

Customer – The user who wants to purchase movie tickets online.

Preconditions:

Customer has navigated to our web site and researched the movie they want to see. They are now ready to place their ticket order.

Scenario:

	Action (Stimulus)	Software Reaction
1.	Customer indicates that they would like to purchase tickets.	<p>System requests the following data from the Customer:</p> <ul style="list-style-type: none">• Movie• Theater• Time• Number of tickets <p>For the movie, theater and time, the system shows the Customer a list of valid choices. For more information, see Use Case 003: Managing Pick Lists</p>
2.	Customer fills out data.	<p>The System verifies that the above 4 items have been filled out.</p> <p>If any data is missing, the System warns the Customer and the scenario continues with Software Reaction #1.</p> <p>If all data has been entered, the System asks the Customer to verify their purchase.</p> <p>If the Customer indicates they would like to cancel the scenario ends here.</p> <p>If the Customer indicates that their order is not correct, the scenario continues with Software Reaction #1.</p>
3.	Customer confirms that their order is correct.	<p>If the customer says their order is incorrect, the Scenario returns to Action #2.</p> <p>If the customer confirms their order, the System asks the Customer how they would like to pay for their purchase. The Customer has the choice of paying online by credit card or by paying at the ticket window.</p>

	Action (Stimulus)	Software Reaction
4.	Customer indicates how they would like to pay.	<p>If the Customer indicates they will be paying at the ticket window, the system lists the purchase information a confirmation number and tells the Customer that they should arrive at the theater at least 15 minutes before the movie starts. In this case, the Scenario ends here.</p> <p>Otherwise, the system asks the Customer for the following information:</p> <ul style="list-style-type: none"> • Credit Card Number • Credit Card Name • Expiration Date
5.	Customer fills in credit card information.	<p>The System verifies that all three fields have been entered. The System then verifies (using a check-sum algorithm) that the Credit Card may be valid.</p> <p>If any data is missing, or if the credit card number could not possibly be correct, the System warns the Customer and the scenario continues with Software Reaction #4.</p> <p>Otherwise, the System processes the credit card information according to <u>Use Case 002: Processing Credit Cards.</u></p> <p>Once the credit card has been processed the scenario continues with Software Reaction #6.</p>

Scenario Notes:

Does the System have to keep track of how many tickets have been sold and not let the user pick a particular movie if it's sold out? (Ask Stakeholders)

Post Conditions:

None

Exceptions:

None

Required GUI and GUI Sketches:

None

Dependencies and Relations:

Use Case 002: Processing Credit Cards

Use Case 003: Managing Pick Lists