**Statement of Work**

| **PROJECT TITLE** | Ticket2Prize | | |
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| **TEAM LEAD** | Steve Bullington |  |  |
| **TEAM** | Kaytlin Carey  Ronelle Collins  Ann Comer | **VERSION** | 0.0 |
| **PROJECT BEGIN DATE** | 03.27.2023 | **PROJECT END DATE** | 06.07.2023 |

| **Statement of Work Summary – Project Purpose** | | |
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| To make ticket redemption experiences simpler for both customers and employees by providing a unique GUI that allows the customer to access an inventory database of products they can browse and purchase. Earned ticket amounts are uploaded to the app via a QRC printed on their redemption stub. By scanning the QRC they are taken into the storefront and linked to their account, if one exists. | | |
| **Background** | | |
| The ticket redemption counter at any gaming arcade/fun center can be a chaotic experience for both the customer, redeeming their earned tickets for prizes, as well as the employee(s) attending the counter. The employee must choose to either handle one customer at a time while a queue slowly forms, or trying to juggle multiple customers while keeping track of their individual, dwindling ticket counts.  Enter Ticket2Prize, an internet database solution that tracks prize inventory in real-time. This allows customers to choose their prizes at their leisure and claim them for pickup, similar to the modern dining carry-out model. This is accomplish by linking a QRC printed on ticket redemption stubs which takes the customer to a website. Here they are presented with an optional login to track their earned ticket counts in their own personal account. The ticket counts are accumulative and can be redeemed for other store rewards as well. | | |
| **Benefits** | | |
| Ticket2Prize not only facilitates a smoother customer/employee interaction it also allows for a better tracking of prize inventory to see when products need to be reordered, which prizes are the most popular as well as minimizing shrink. It also allows the shop using Ticket2Prize addtional opportunities to reach their customers by engaging with them online. This can be in the form of newsletters, rewards programs or presenting them with a calendar of upcoming events. | | |
| **Use Cases** | | |
| * Amusement Parks | * Bowling Alleys | * Laser Tag Centers |
| * Arcades | * Family Fun Centers | * Many more! |

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| **Deliverables** | | **Milestones** |
| 3.27 | Team name and team lead | * Architecture and Data Flow * Establish Dev and Prod Environments * Front End Mockup * Back End Testing * Monitoring Dashboard * AWS Infrastructure complete * Documentation * Project Complete |
| 3.29 | Statement of work |
| 3.30 | Technical Architecture and Data Flow Diagram |
| May ‘23 | Establish Dev Environment and Prototype |
| June ‘23 | Code Deployment |