



Ticket Concert Project

By

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Adviser

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This project is a part of the System Analysis and Design course

King Mongkut's University of Technology North Bangkok

1. System Request

System request – Concert ticket Project

Project Sponsor: Marketing

Business Need: Generally, in Thailand, there are relatively few websites for purchasing concert tickets. The most well-known platforms include Thaiticketmajor, Event Pop, and The concert. Each of these websites faces various issues such as frequent crashes, slow loading times, and instances where individuals buy a large number of tickets only to resell them at inflated prices. These issues have led to dissatisfaction among users. As a response to these challenges, we have initiated this project to address these problems.

Business Requirement: By using our website, customers will be able to do the following:

- Search for concert tickets
- Purchase concert tickets
- Check dates, times, venues, and prices of concerts
- Receive e-tickets to avoid additional printing costs for customers.

Business Value : Within 4 years, we believe that we will make a profit

-selling tickets 1,535,000 baht

-Fee 9,000 baht

-Sponsor 325,000 baht

Tangible: Increasing profit by 1.5 to 2.5 million per year, after four years of starting the business.

Intangible: -Customers are increasingly satisfied.

- The company's reputation is becoming more widely recognized.
- Bringing in more customers than before.
- Attracting a greater number of investors to invest in the company.

Special issues or constraints

Creating a website for purchasing concert tickets can encounter various challenges depending on the complexity and details of the project.

Here are some potential issues that might arise:

-The website might not sell well because there is a new competitor.

- Security and Privacy Concerns

Our website collects customers' personal information such as ID cards, passports, and credit card numbers. The storage of credit card and user personal data must adhere to security standards, such as using HTTPS and encrypting sensitive information, to prevent data breaches and potential hacking incidents. This is crucial for customer security, peace of mind, and our company's credibility.

- Payment System

A secure and convenient online payment system is vital for purchasing concert tickets. Using trusted payment service providers like PayPal, True Money, or other reputable payment processors is essential. The payment system must be properly implemented and thoroughly tested to prevent errors.

- User Experience

The design of our website and user experience significantly impact user satisfaction and usability. We invest heavily in creating a website layout and experience that users will find pleasing and enjoyable to use.

- Cross-Device Compatibility

The website should be designed to be usable on various devices, including computers, tablets, and mobile phones. It should have a responsive design that adapts to different screen sizes and device types, ensuring a consistently pleasant experience for users.

- Technical Challenges

Compatibility with different web browsers, loading speed, payment problems, and data overlap issues may arise. For instance, duplicate ticket purchases, simultaneous payment processing delays, and database connectivity issues could occur.

- Maintenance and Updates

Regular maintenance and updates are necessary to ensure the website functions correctly over time. Neglecting maintenance can lead to various problems and disruptions in functionality.

- Integration with Other System

The website needs to work seamlessly with other systems, such as concert management systems, payment processing systems, or other related platforms. We might encounter challenges in data integration and system interoperability.

By addressing these potential issues and implementing effective solutions, we can create a successful and reliable concert ticket purchasing website that provides a secure, convenient, and enjoyable experience for users.

2. Feasibility

Technical Feasibility

-The total number of team members is 4 people. The total working period is about 4 months. The probability of completing this project is 80%.

Economic Feasibility

	Year0	Year1	Year2	Year3	Year4	Total
Benefits						
Increased Sales		1,500,000	1,530,000	1,550,000	1,560,000	6,140,000
Reduction in customer complaint		100,000	100,000	100,000	100,000	400,000
Sponsor		50,000	200,000	450,000	600,000	1,300,000
Development costs						
Development Team Salaries	1,200,000	0	0	0	0	1,200,000
Development Training	200,000	0	0	0	0	200,000
Hardware and software upgrades	1,000,000	0	0	0	0	1,000,000
Hardware Repairs	100,000	0	0	0	0	100,000
Software Licensing fees	50,000	0	0	0	0	50,000
Servers software	70,000	0	0	0	0	70,000
Printer	6,000	0	0	0	0	6,000
Operational costs						
Hardware and Software		80,000	80,000	80,000	80,000	320,000
Operational Labor salaries		100,000	120,000	150,000	170,000	540,000
water and electricity bills		50,000	50,000	50,000	50,000	200,000
Security Website fees		10,000	10,000	10,000	10,000	40,000
Marketing cost						
Communications Charges		50,000	50,000	50,000	50,000	200,000
Advertising cost		120,000	140,000	200,000	220,000	680,000
Tax		120,000	140,000	200,000	220,000	680,000
Total benefits		1,650,000	1,830,000	2,100,000	2,260,000	7,840,000
Total Development costs	2,626,000					2,626,000
Total Operational costs		240,000	260,000	290,000	310,000	1,100,000
Total costs	2,626,000	530,000	590,000	740,000	800,000	5,286,000
Total Benefits-Total costs	-2,626,000	1,120,000	1,240,000	1,360,000	1,460,000	2,554,000
Cumulative Net Cash Flow	2,626,000	1,506,000	266,000	-1,094,000	-2,554,000	
ROI						48%
Break Even Point						2.25 year

Organizational Feasibility

The success of any project heavily depends on effective management and leadership. The client company should have a dedicated team capable of overseeing the development, implementation, and ongoing management of the ticket reservation system and maintaining a ticket reservation system requires financial resources, human resources, and time. The client company must be prepared to allocate the necessary budget, personnel, and time to develop, launch, and maintain the system effectively. This includes hiring or training technical staff, as well as allocating funds for software development, infrastructure, and marketing.

3. Project Schedule

The agile approach to SDLC (Software Development Life Cycle) has many advantages that can help the project work efficiently and respond to the changing needs of customers and the business environment.

Advantages of using SDLC Agile

- Flexibility to update requirements Because there may be demands that change all the time, such as increasing or decreasing concert times.
 - Responding to the needs of users can listen to their needs. Which makes it possible to get the right work that meets the needs of the user.
 - The website for concert tickets may involve intricate operations, and employing Agile methodologies enables the capability to continuously adapt to changes.
 - Tested and rated for high and stable performance all the time.

4. Functional Requirement

- Can search for desired concerts.
- Edit your account anytime.
- View dates, times, venues, prices, and other special conditions.
- Check seat availability.
- Convenient e-ticket for users.
- Multiple and convenient payment options.

5. Non-functional Requirement

Availability

- It is a system that works 24 hours a day.
- When it comes to the payment process, the system will be more stable. no downtime Because it is a very important step for the user.

Usability

- The screen is designed to be easy to use. due to the use of contrasting colors Easy-to-read fonts for easy visibility by users and accompanying icons for easy understanding.
- There are languages to support both Thai and English which are international languages.

Security

- The system is safe in the process of entering the password because there is protection from seeing the password.
- There is an I'm not a robot function to prevent bots from entering the system.

6.Requirement

Interview with individuals

Interviews with people who have experience with pressing concert tickets, online interviews

first interviewee

Location

Instagram direct message

Objectives

- User concert ticket press experience
- Problems while holding concert tickets
- User preferences regarding the concert.
- Payment process

Problem

- The website crashed .
- There is an issue in the payment process, which is that payment cannot be made.

1. เคยกดบัตรเว็บไหนมาก้าง แล้วชอบเว็บไหนที่สุด เพราะอะไร
2. มีปัญหาอะไรเกิดขึ้นบ้างตอนกดบัตร
3. อยากให้เว็บใช้ตัวแอลซีพีปัญหาตรงไหนบ้าง
4. ปกติใช้เวลาในขั้นตอนชำระเงินประมาณกี่นาที
5. เวลาชำระเงินชอบชำระเงินแบบไหนมากกว่า
6. ชอบดูคอนเสิร์ตประเภทไหน

1. thaiticketmajor, Allticket, the concert ชอบ allticket เพราะเว็บไม่ล่ม ระบบดี
2. เว็บล่ม จ่ายเงินไม่ได้ จ่ายเงินไม่ทัน
3. อยากให้ระบบเว็บไม่ล่มตอนกดบัตร เวลาที่เว็บมีผู้ใช้งานพร้อมกันหลายคน
4. 5 นาที
5. ชำระผ่าน k plus
6. คอนเสิร์ตคิลปินเดปอน ทีปีอบ

second interviewee

Location

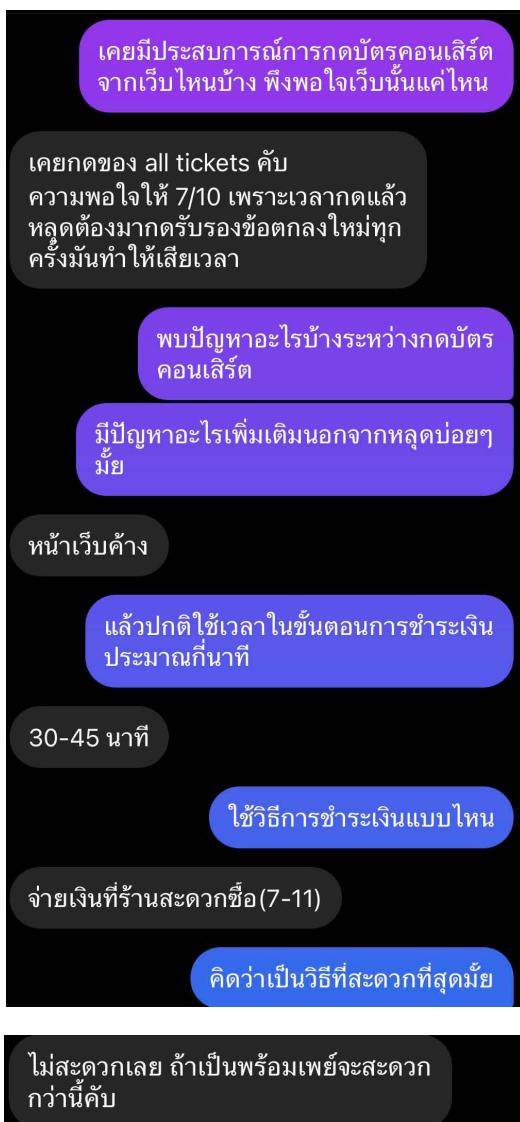
Instagram direct message

Objectives

- User concert ticket press experience
- Problems while holding concert tickets
- Payment process

Problem

- Stuck webpage.
- Wasting time due to frequent website crashes.



third interviewee

Location

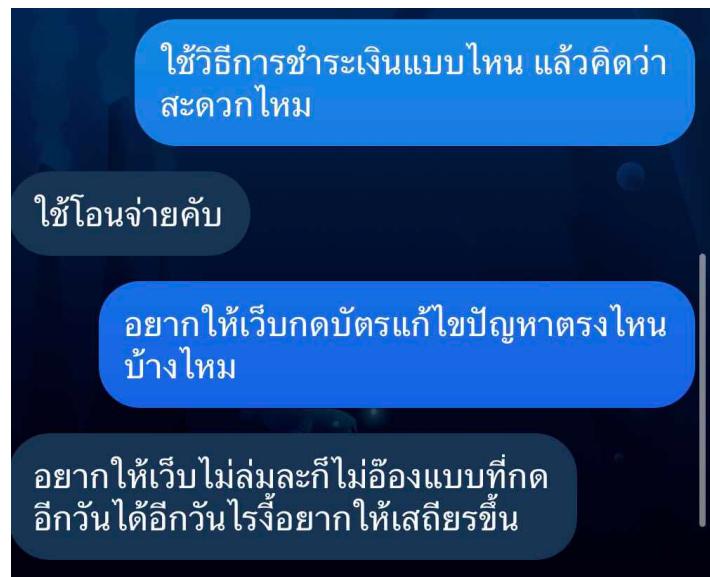
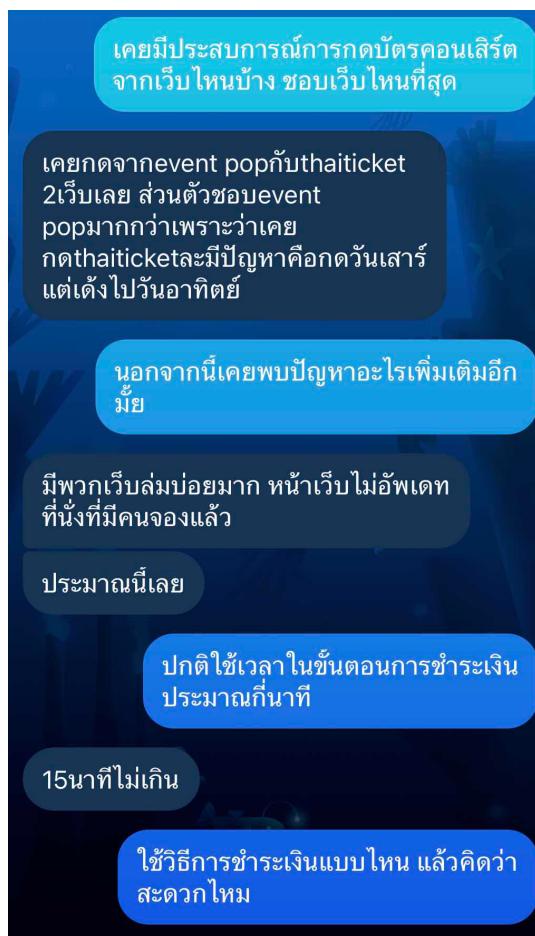
Instagram direct message

Objectives

- User concert ticket press experience
- Problems while holding concert tickets
- Payment process

Problem

- The website crashed.
- seat not updated.
- Wrong date and time information.



fourth interviewee

Location

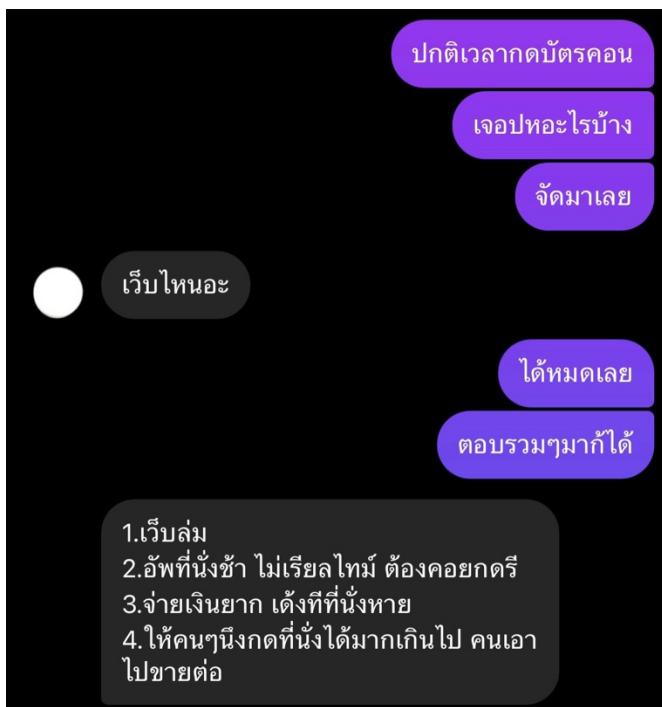
Instagram direct message

Objectives

- Problems while holding concert tickets

Problem

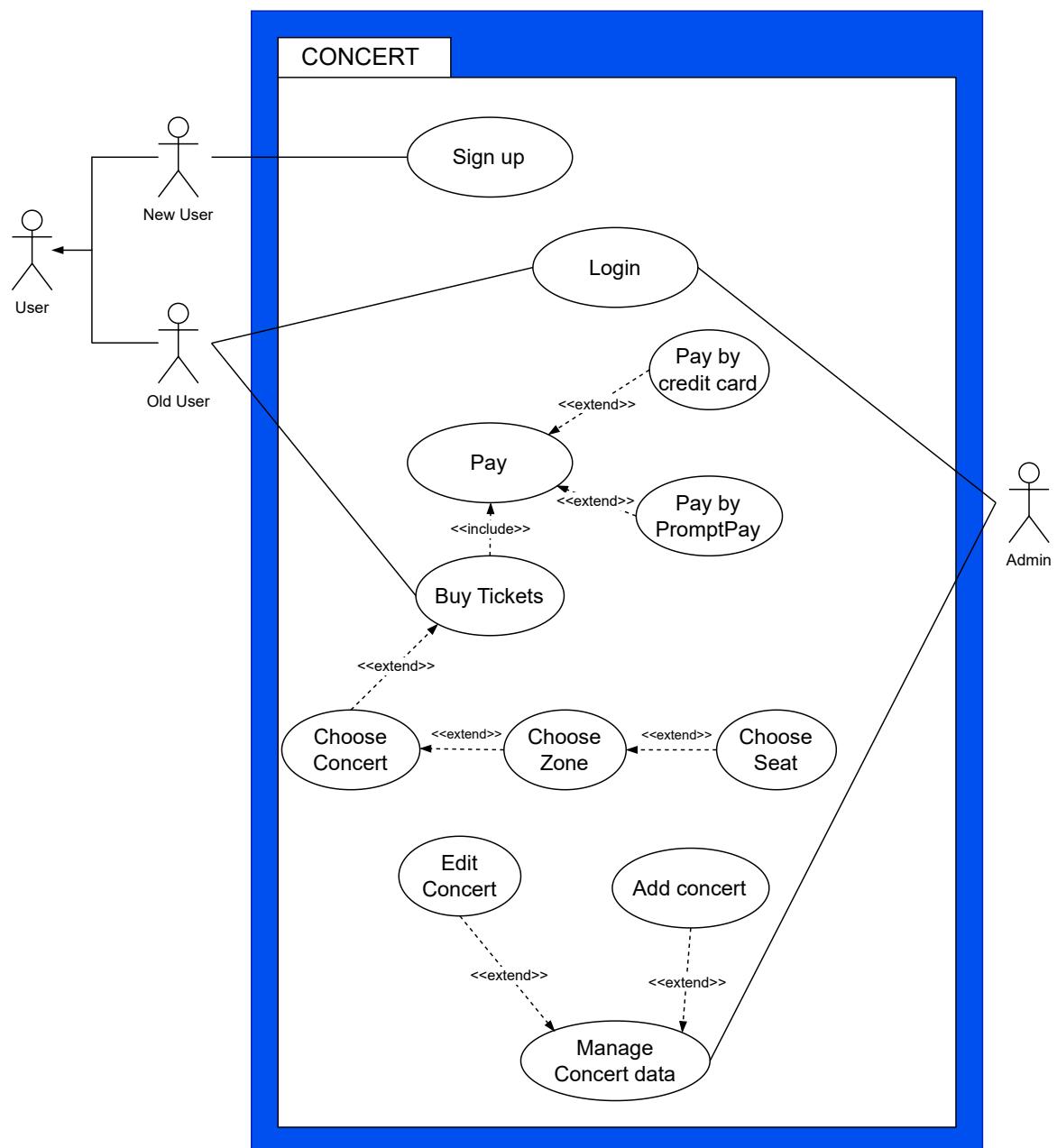
- The website crashed
- Slow seat updates, not real time
- It's hard to pay. If you slip off the pay page, you have to start all over again
- require a person to press not too many concert tickets
- Some websites are also open to foreigners to press concert tickets, making it more competitive



Summarize the interview results

The most common issues encountered during ticket booking for the concert are website crashes due to a high number of simultaneous users, incorrect data, and an average payment time of around 15 minutes. From this interview, it is clear that we should address the website stability issues, ensure accurate data, and adjust the payment process to be more user-friendly and suitable for general users.

Use case diagram



Use case description

sign up

Use Case Name:	Sign up
Scenario:	Register to collect new user information.
Triggering Event:	This event will happens when the user clicks on the sign up button.
Brief Description:	When user wants to go to the website to buy concert tickets but has never registered, user has to click the sign up button to create a new account to collect user personal information.
Actors:	New user.
Related Use Cases:	-
Stakeholders:	-
Preconditions:	An email that will be used to create this account.
Postconditions:	A new user account has been successfully created. User can select concert and place orders.
Main flow:	<ol style="list-style-type: none">1. User clicks on SIGN UP button.2. User enters email and password; System check email and password.3. User enters personal information.4. User does Captcha verification question; System validate user's account.5. User confirms by clicks on create account button.6. User log in.
Exception Conditions:	<ol style="list-style-type: none">2.1 If email and password confirmation do not match,<ol style="list-style-type: none">a. user check email and password again orb. a new account can not be created.4.1 If user enter an invalid CAPTCHA, then<ol style="list-style-type: none">a. user won't be able to submit their form orb. user will be asked to try again.

login

Use Case Name:	Log in
Scenario:	Log in for use information for purchasing concerts.
Triggering Event:	This event will happens before user enters the website or user wants to purchase a ticket.
Brief Description:	Log in when you want to purchase a concert by entering your email and password.
Actors:	Old user, Admin.
Related Use Cases:	-
Stakeholders:	-
Preconditions:	You must have an account first.
Postconditions:	User can purchase the ticket.
Main flow:	<ol style="list-style-type: none">1. User and admin enter email and password; System send verification code.2. Admin enters identity verification code.3. User and admin click on LOG IN button.
Exception Conditions:	<ol style="list-style-type: none">1.1 If user does not have an account yet, then you should click on Sign up button first.2.1 If admin enters invalid identity verification code, then<ol style="list-style-type: none">a. asked system to send verification code again orb. log in failed.

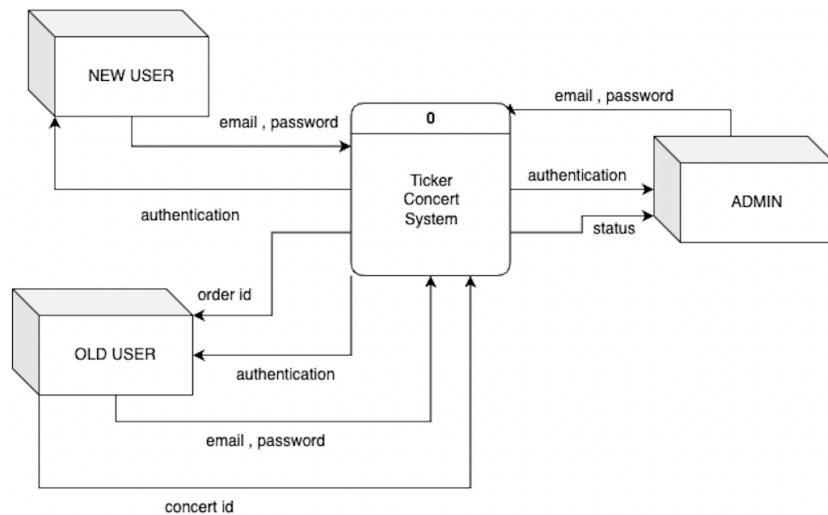
buy ticket

Use Case Name:	Buy ticket
Scenario:	This event will happens when user has decided to buy a concert and choose the concert they want.
Triggering Event:	After user log in or created account.
Brief Description:	When the user has successfully logged in, let the user select concert, zone, seat, date and time. Then let the user select payment and pay to purchase the ticket.
Actors:	Old user.
Related Use Cases:	include: Pay
Stakeholders:	Website owner : to get more sales from users who purchase tickets and advertisements from sponsors. Sponsor : to get more sales from advertisements. Record label : earn money from tickets sold.
Preconditions:	Log in or created account.
Postconditions:	User gets ticket ,E-ticket available and there is a ticket in Purchase history.
Main flow:	<ol style="list-style-type: none"> 1.User choose concert by clicks on picture or letter of concert. 2.User selects and fills various details of concert such as zone(price) ,seat ,date and time. 3.User clicks on BUY NOW button;System calculate price. 4.User selects payment method;System authorize card payment if payment method is card. 5.User reads and accepts the terms and conditions by clicks OK. 6.User confirms payment 7.User pays for the purchase;System record payment amount. 8.User clicks on E-ticket button for see all ticket details online;System keep a history of concert
Exception Conditions:	<p>2.1 If user selects or fills in the wrong information, then</p> <ul style="list-style-type: none"> a. user selects and fills various details of concert again or b. the ticket contain incorrect information and the ticket can not change the details <p>3.1 If user does not select various details of concert information incompletely ,then</p> <ul style="list-style-type: none"> a. user selects and fills various details of concert again or b. the ticket will not purchased. <p>7.1 If the payment is failed,then</p> <ul style="list-style-type: none"> a. user change payment method or b. user can not purchase the ticket and the ticket will not available.

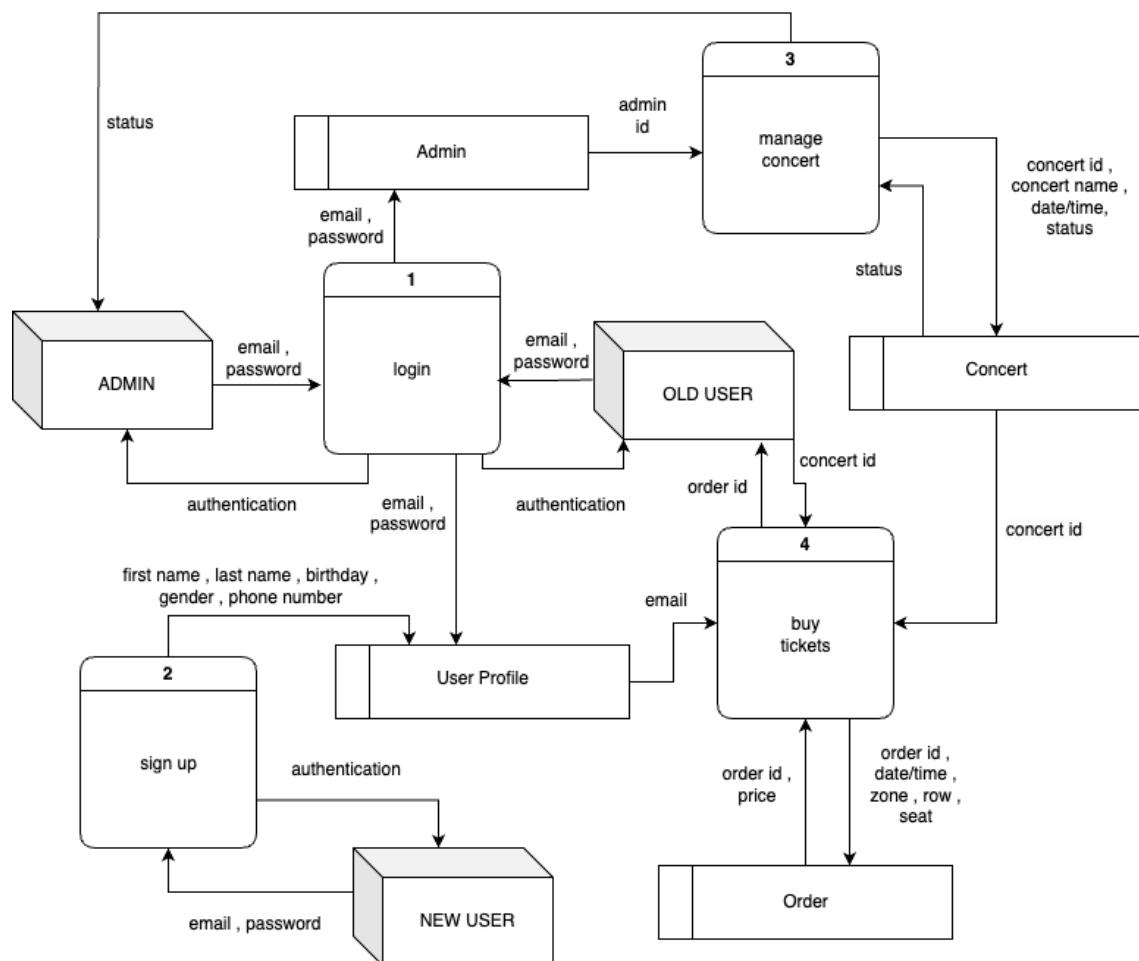
manage concert data

Use Case Name:	Manage concert data
Scenario:	Admin add and edit concert.
Triggering Event:	This event will happens when user bought ticket or website has a new concert ticket to sell.
Brief Description:	When user purchases a concert ticket, admin will update the seats and add concert information when a new concert comes up for sale.
Actors:	Admin.
Related Use Cases:	-
Stakeholders:	-
Preconditions:	Something must change first such as ticket was bought or there is a new concert to sell. Then admin will manage data.
Postconditions:	Concert information is updated and ticket status is edited.
Main flow:	<ol style="list-style-type: none"> 1.Admin clicks on ADD CONCERT button for add a new concert. 2.Admin clicks on EDIT TICKET button for update ticket detail. 3.Admin adds details and picture. 4.Admin clicks on SUBMIT button for complete details;System add concert. 5.System check available seat and update status. 6.System show concert details on website.
Exception Conditions:	<p>1.1 If website has a new concert ticket to sell ,then admin should click on ADD CONCERT button.</p> <p>2.1 If the seats or the zone are sold out or change picture or details of concert, then admin should click on EDIT CONCERT button.</p> <p>5.1 If ticket sold out ,system will update ticket status from Available to Sold out.</p>

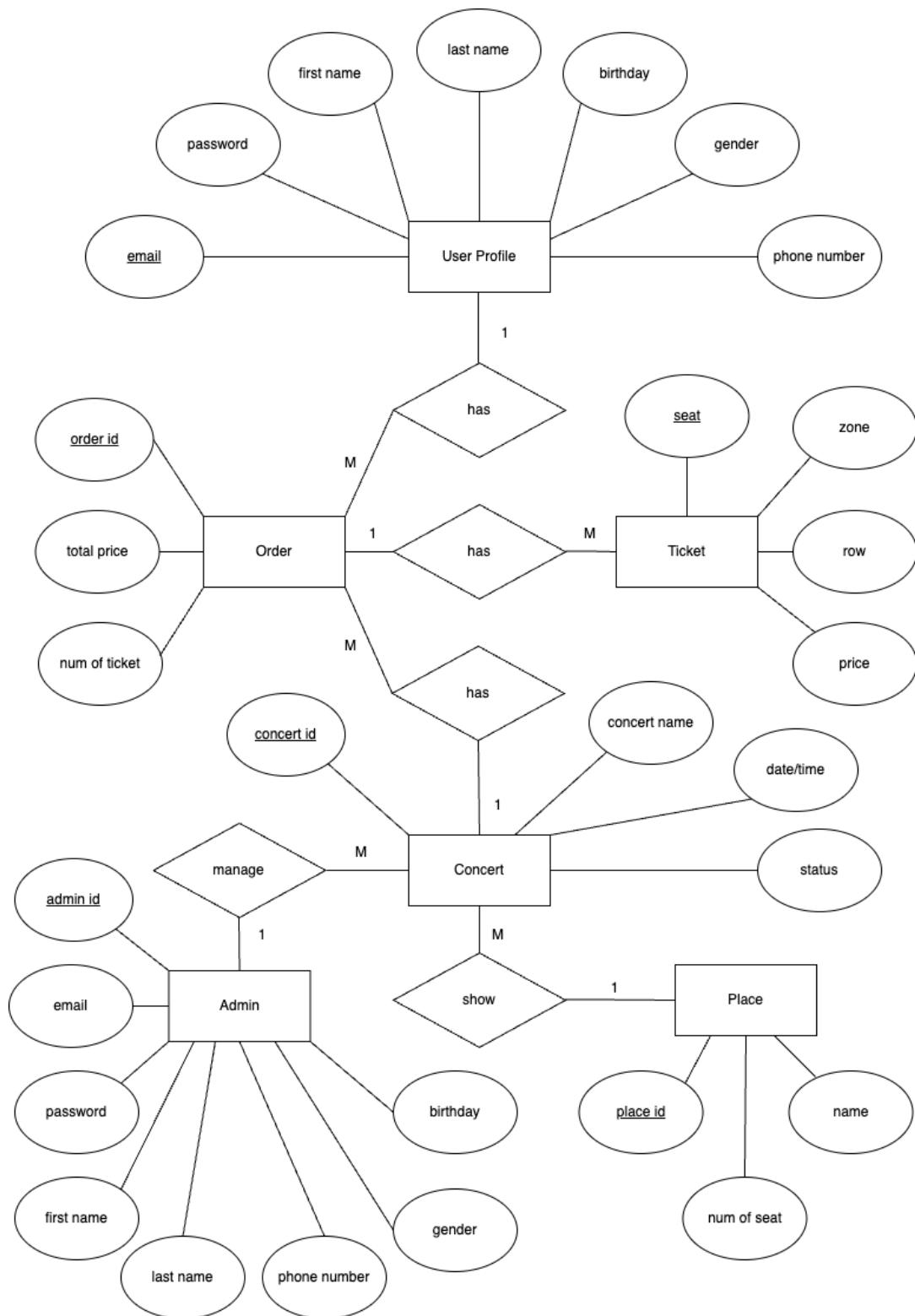
Context diagram



DFD level 0



ER diagram



User Profile Table

All Access Obj... < Admin Concert Order User Profile Relationships

email	password	first name	last name	birthday	gender	phone num	Click to Add
jeno00@gmail.com	66666666	Jeno	Lee	5/23/2000	men	081-666-6666	
leemark_@gmail.com	11111111	Mark	Lee	8/2/1999	men	081-111-1111	
na_jam@gmail.com	77777777	Jaemin	Na	8/12/2000	men	081-777-7777	
real_pcy@gmail.com	22222222	Chan	Park	11/7/1991	men	081-222-2222	
somchai@gmail.com	44444444	Somchai	Deesang	6/22/1992	men	081-444-4444	
somjai@gmail.com	33333333	Somjai	Sangdee	5/17/1998	women	081-333-3333	
zkdln_@gmail.com	55555555	Jongin	Kim	1/14/1996	men	081-555-5555	

All Access Obj... < Admin Concert Order User Profile Relationships

Field Name	Data Type
email	Short Text
password	Short Text
first name	Short Text
last name	Short Text
birthday	Date/Time
gender	Short Text
phone number	Short Text

Order Table

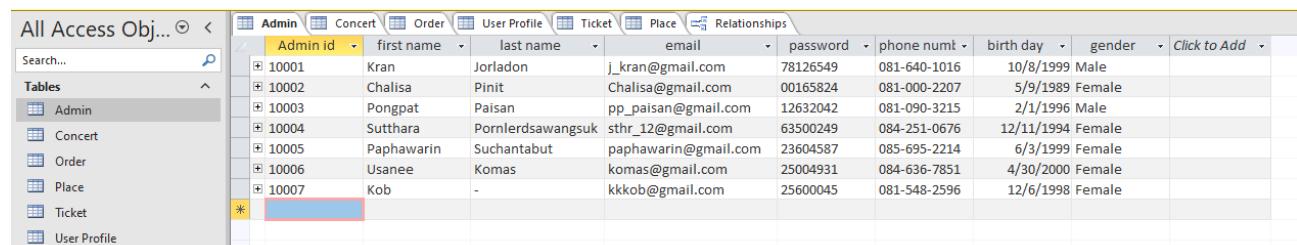
All Access Obj... < Order Relationships Admin Ticket

order id	email	concert id	Num of ticket	total price	Click to Add
0006598012540	zkdln_@gmail.com	A002	2	'฿'6,000	
1002653980412	somjai@gmail.com	A001	2	'฿'6,000	
1360002254965	leemark_@gmail.com	A006	1	'฿'3,500	
1520003695784	jeno00@gmail.com	A004	2	'฿'9,600	
3002148759541	somchai@gmail.com	A003	2	'฿'5,300	
6985700365485	na_jam@gmail.com	A004	2	'฿'12,000	
9874465821030	real_pcy@gmail.com	A007	3	'฿'14,400	

All Access Obj... < Order Relationships Admin Ticket

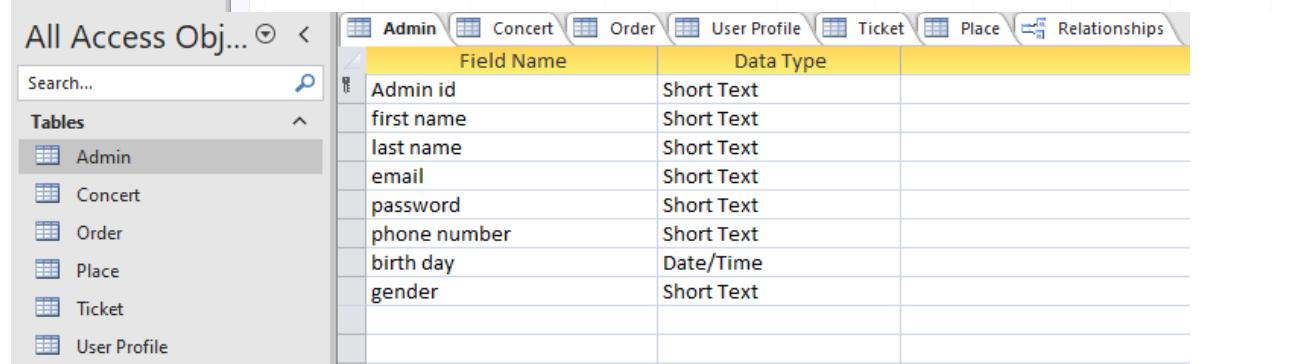
Field Name	Data Type
order id	Short Text
email	Short Text
concert id	Short Text
Num of ticket	Short Text
total price	Currency

Admin Table



The screenshot shows the Admin table in Microsoft Access. The table has columns: Admin id, first name, last name, email, password, phone numt, birth day, gender, and Click to Add. There are 7 rows of data:

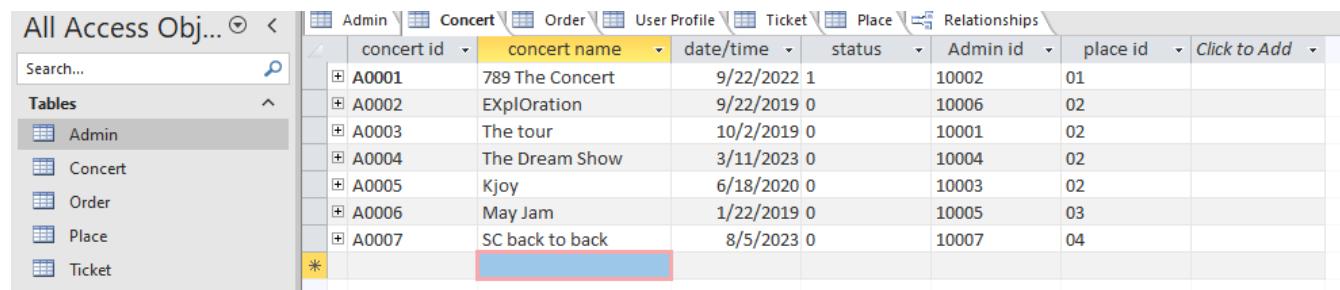
Admin id	first name	last name	email	password	phone numt	birth day	gender	Click to Add
10001	Kran	Jorladon	j_kran@gmail.com	78126549	081-640-1016	10/8/1999	Male	
10002	Chalisa	Pinit	Chalisa@gmail.com	00165824	081-000-2207	5/9/1989	Female	
10003	Pongpat	Paisan	pp_paisan@gmail.com	12632042	081-090-3215	2/1/1996	Male	
10004	Sutthara	Pornlerdsawangsuk	sthr_12@gmail.com	63500249	084-251-0676	12/11/1994	Female	
10005	Paphawarin	Suchantabut	paphawarin@gmail.com	23604587	085-695-2214	6/3/1999	Female	
10006	Usanee	Komas	komas@gmail.com	25004931	084-636-7851	4/30/2000	Female	
10007	Kob	-	kkkob@gmail.com	25600045	081-548-2596	12/6/1998	Female	



The screenshot shows the field definitions for the Admin table. There are 8 fields: Admin id, first name, last name, email, password, phone number, birth day, and gender, all defined as Short Text.

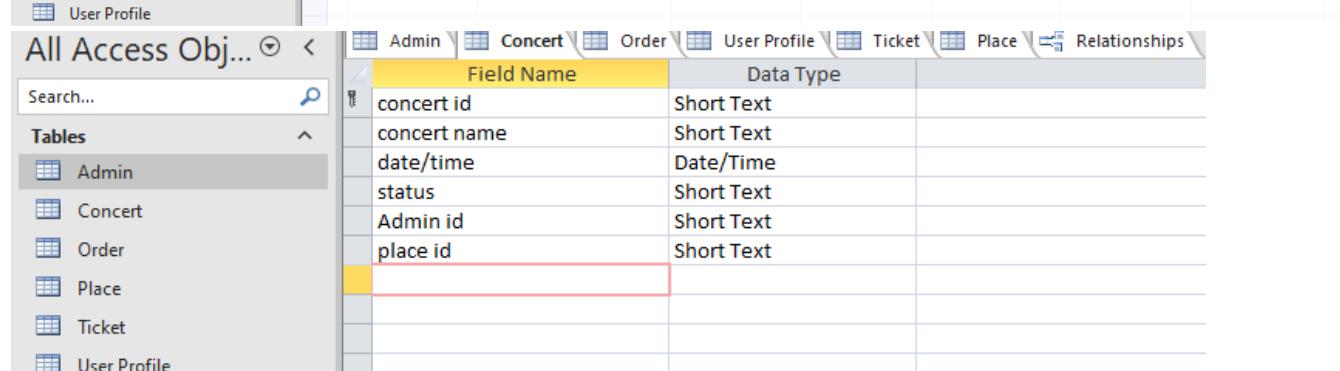
Field Name	Data Type
Admin id	Short Text
first name	Short Text
last name	Short Text
email	Short Text
password	Short Text
phone number	Short Text
birth day	Date/Time
gender	Short Text

Concert Table



The screenshot shows the Concert table in Microsoft Access. The table has columns: concert id, concert name, date/time, status, Admin id, place id, and Click to Add. There are 7 rows of data:

concert id	concert name	date/time	status	Admin id	place id	Click to Add
A0001	789 The Concert	9/22/2022 1	1	10002	01	
A0002	EXplOration	9/22/2019 0	0	10006	02	
A0003	The tour	10/2/2019 0	0	10001	02	
A0004	The Dream Show	3/11/2023 0	0	10004	02	
A0005	Kjoy	6/18/2020 0	0	10003	02	
A0006	May Jam	1/22/2019 0	0	10005	03	
A0007	SC back to back	8/5/2023 0	0	10007	04	



The screenshot shows the field definitions for the Concert table. There are 6 fields: concert id, concert name, date/time, status, Admin id, and place id, all defined as Short Text.

Field Name	Data Type
concert id	Short Text
concert name	Short Text
date/time	Date/Time
status	Short Text
Admin id	Short Text
place id	Short Text

Ticket Table

All Access Obj... < Order Relationships Admin Ticket

seat	zone	row	price	order id	Click to Add
11	O	C	\$3,500	0006598012540	
05	O	J	\$2,500	0006598012540	
21	J	A	\$3,500	1360002254965	
2011	AL	stand	\$4,800	1520003695784	
2010	AL	stand	\$4,800	1520003695784	
06	SH	A	\$6,500	6985700365485	
15	SH	G	\$5,500	6985700365485	
22	B	I	\$1,800	3002148759541	
13	B	E	\$3,500	3002148759541	
0098	AR	stand	\$4,800	9874465821030	
0099	AR	stand	\$4,800	9874465821030	
0100	AR	stand	\$4,800	9874465821030	
16	K	H	\$2,500	1002653980412	
03	K	A	\$3,500	1002653980412	

All Access Obj... < Order Relationships Admin Ticket

Field Name	Data Type
seat	Short Text
zone	Short Text
row	Short Text
price	Currency
order id	Short Text

Place Table

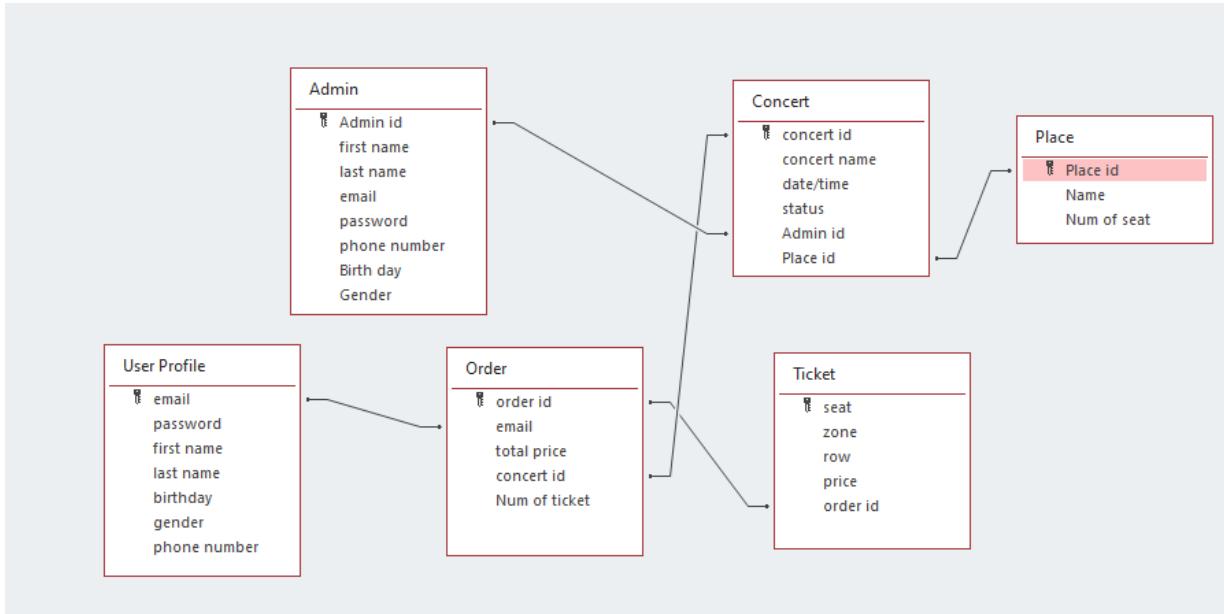
All Access Obj... < Admin Concert Order User Profile Ticket Place Relationships

place id	name	num of seat	Click to Add
01	Impact	12000	
02	Thunder Dome	4000	
03	GMM live house	2000	
04	QSNCC	4000	
05	Royal Paragon Hall	5200	
06	Rajamangala	51522	
07	Show DC	4000	

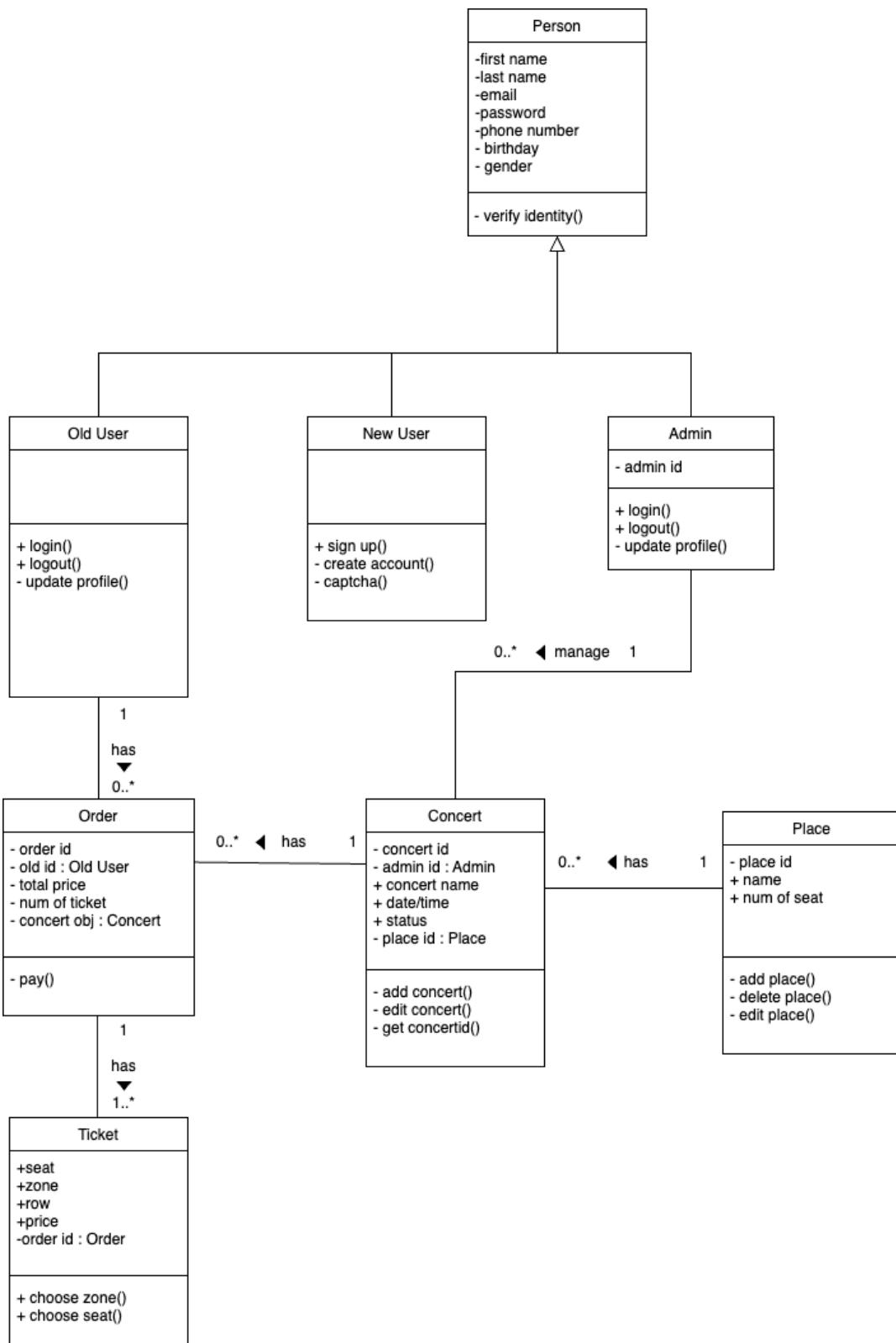
All Access Obj... < Admin Concert Order User Profile Ticket Place Relationships

Field Name	Data Type
place id	Short Text
name	Short Text
num of seat	Number

Relationships

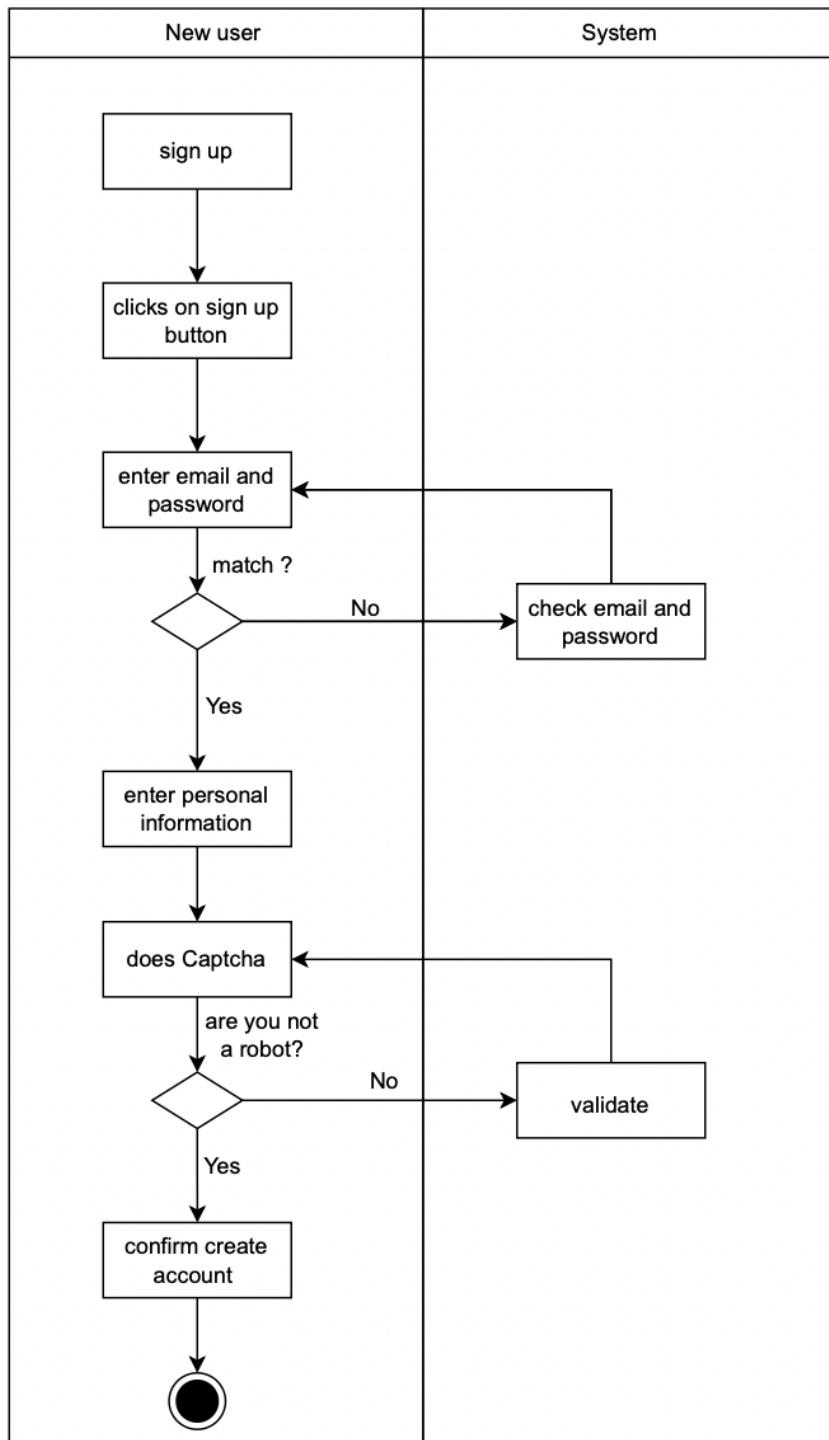


Class diagram

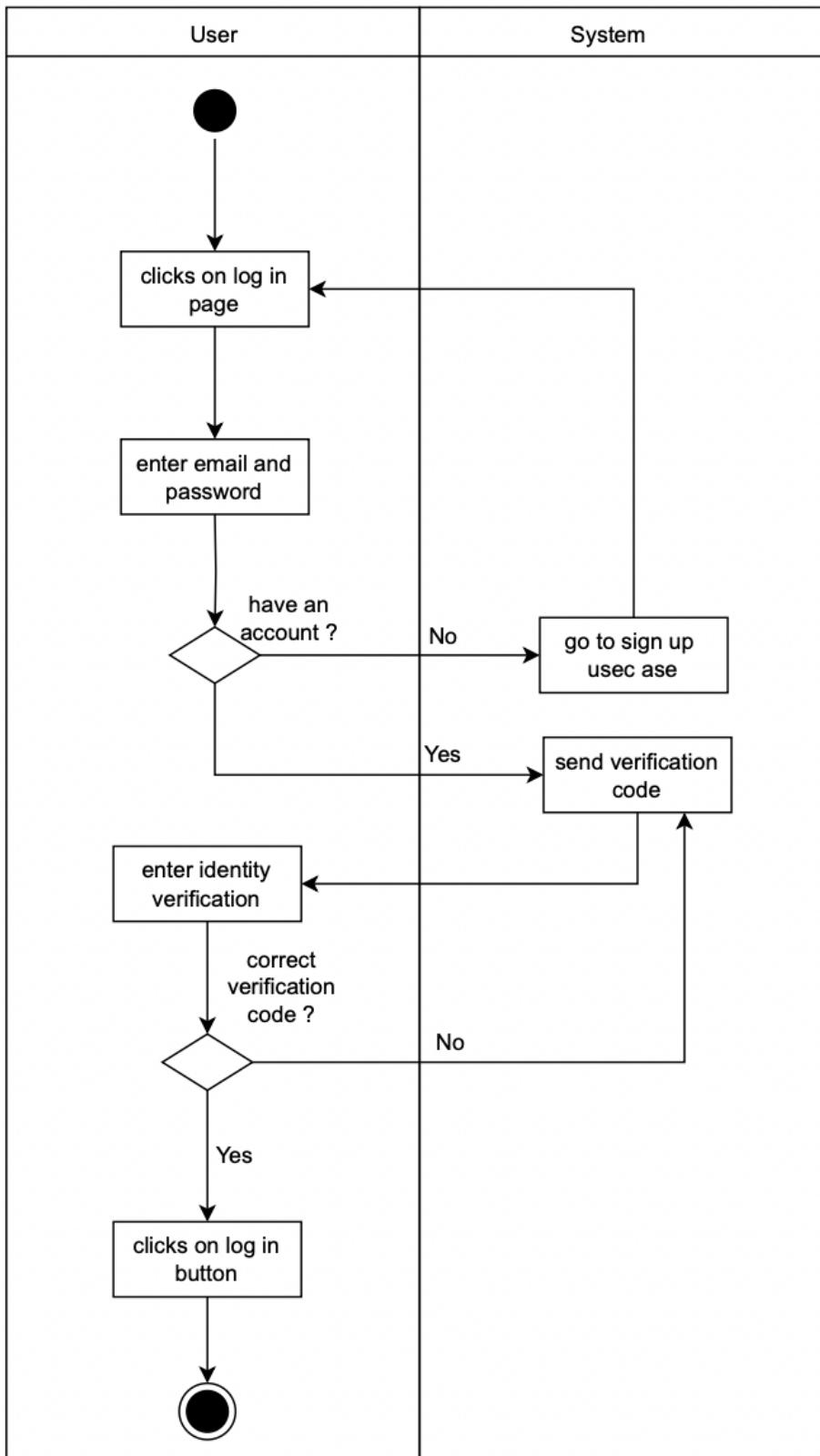


Activity diagram

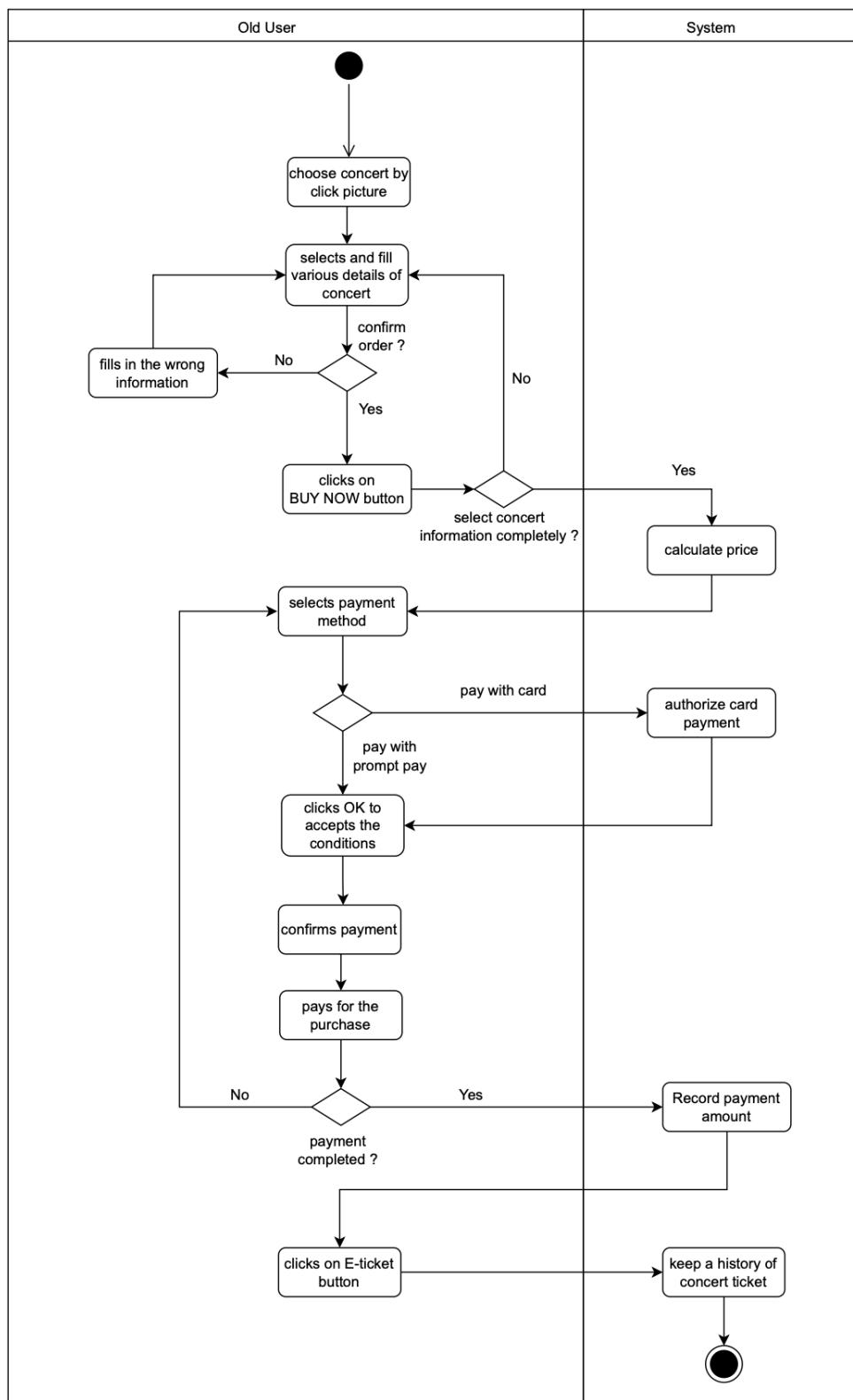
Sign up



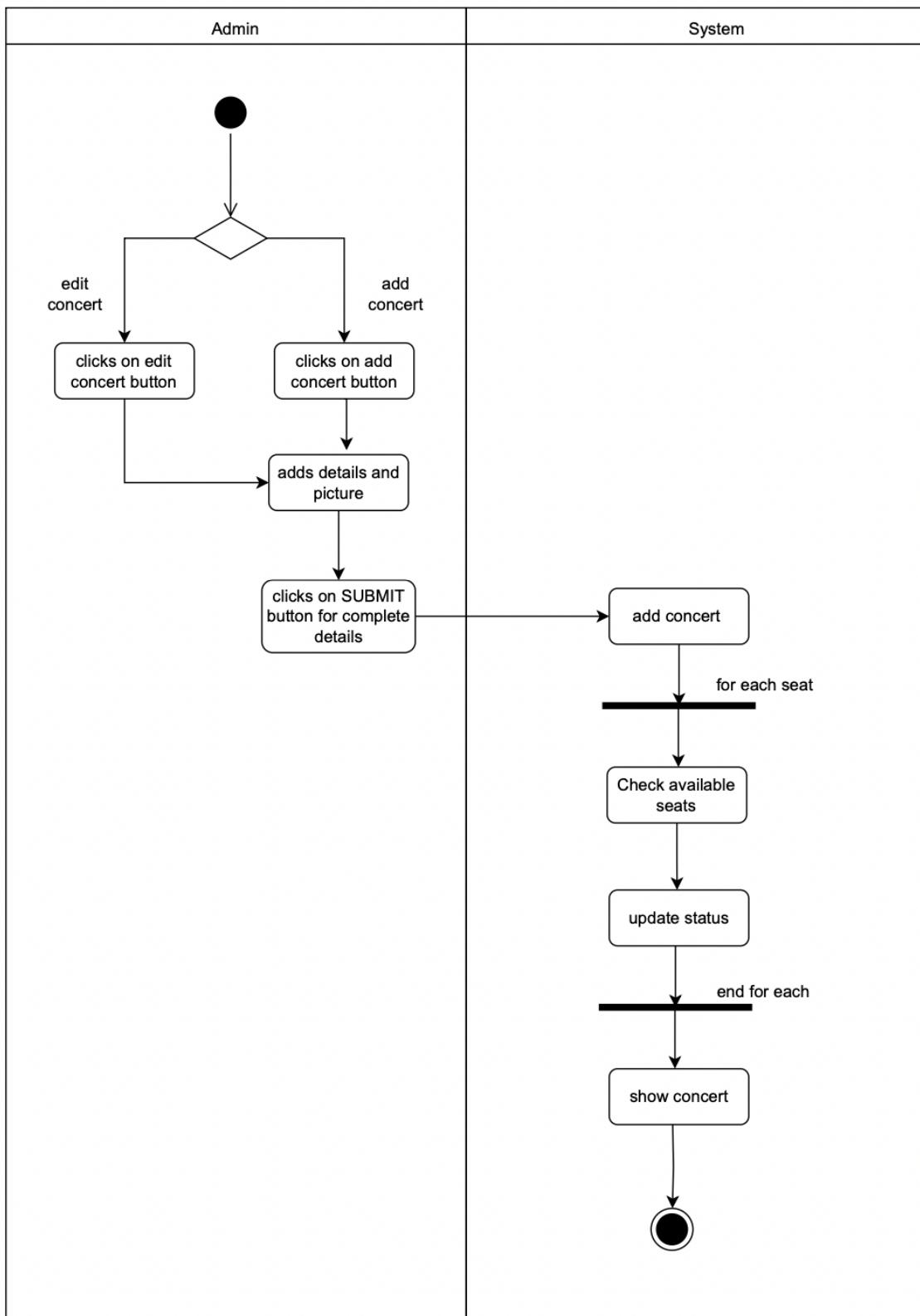
Log in



Buy ticket

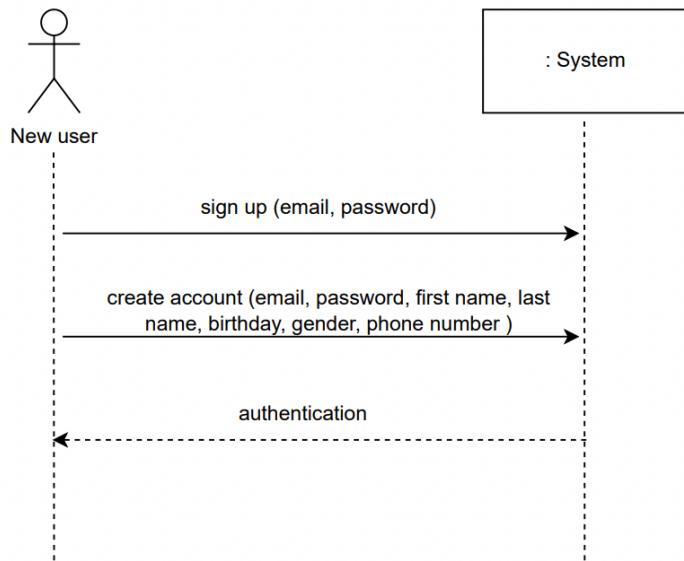


Manage concert data

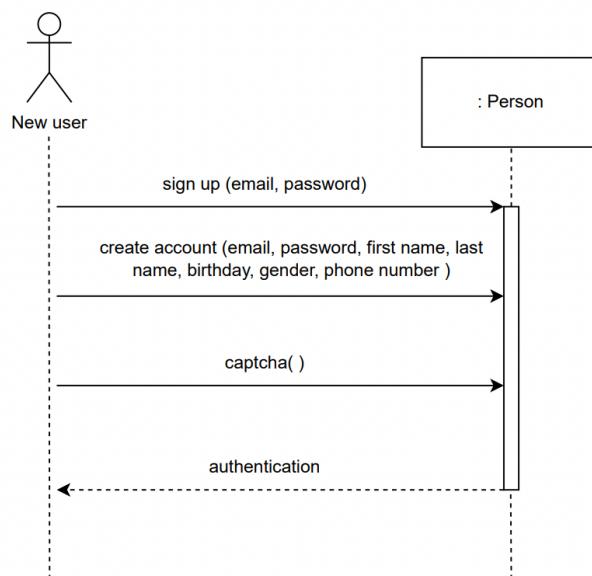


Sign up (Sutthara Pornlerdsawangsuk Student ID 6504062620205 No.44)

System Sequence diagram of Sign up

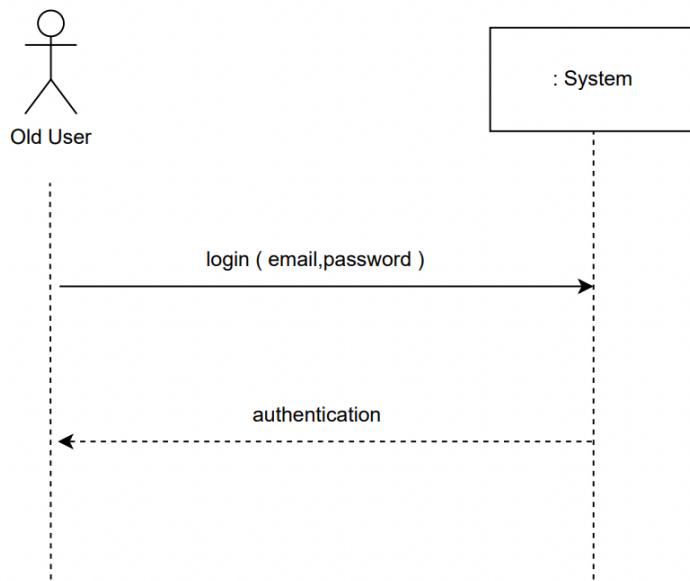


Detail Sequence diagram of Sign up

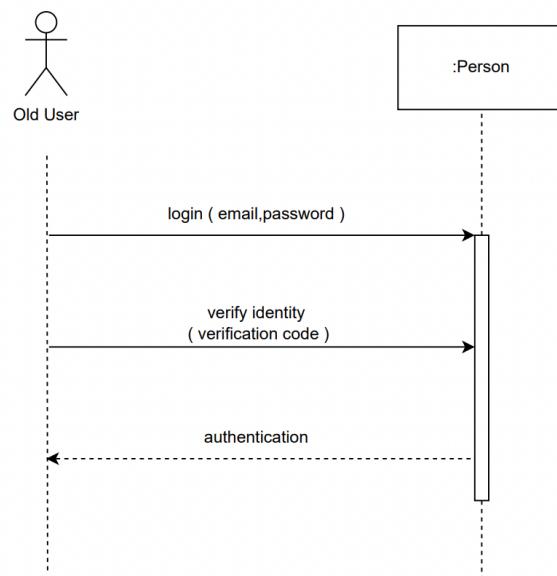


Log in (Usanee Komas Student ID 6504062610331 No.28)

System Sequence diagram of Log in

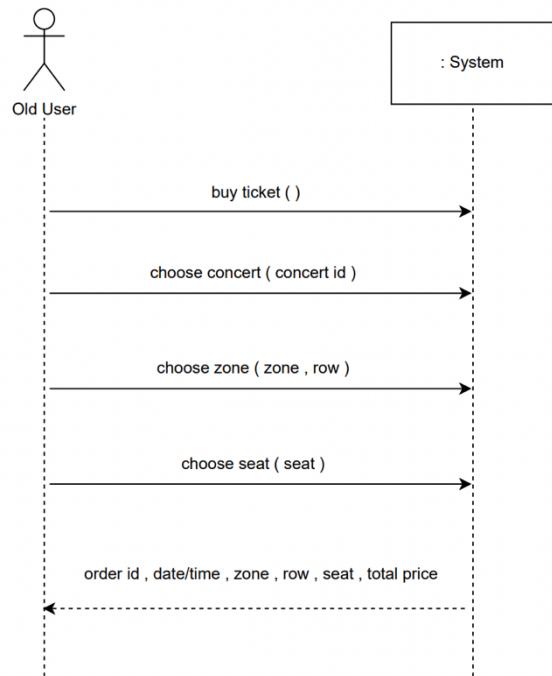


Detail Sequence diagram of Log in

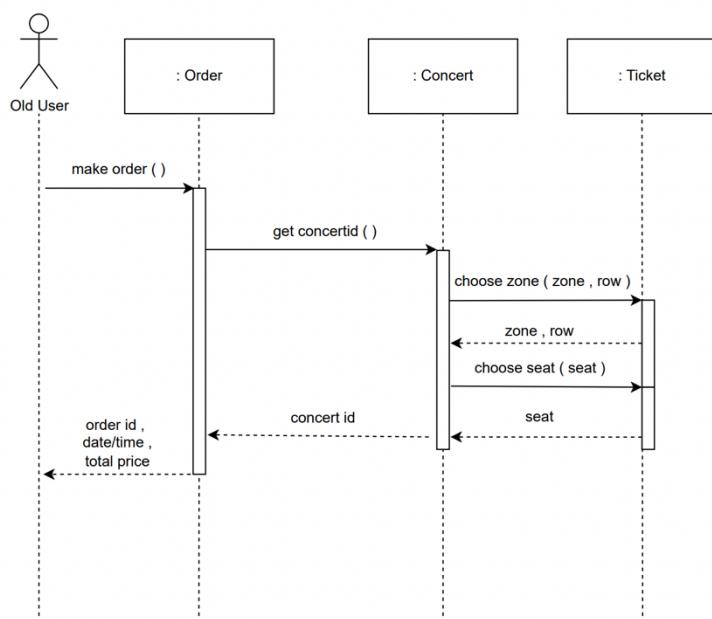


Buy ticket (Paphawarin Suchantabut Student ID 6504062610170 No.15)

System Sequence diagram of Buy ticket

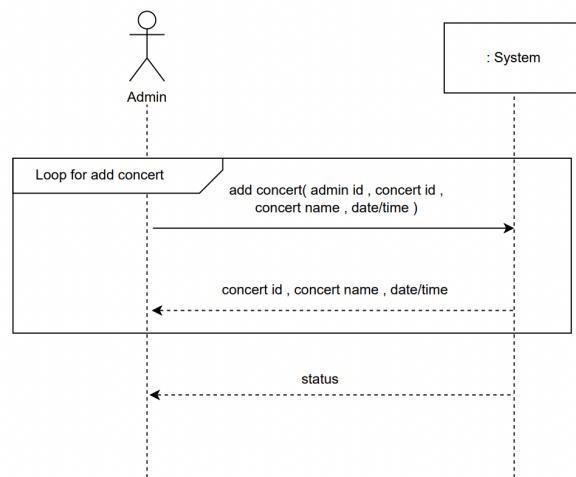


Detail Sequence diagram of Buy ticket

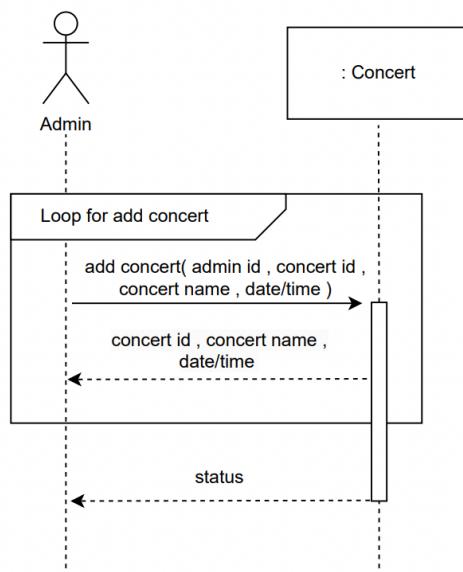


Manage concert data (Kob Student ID 6504062610013 No.2)

System Sequence diagram of Add concert

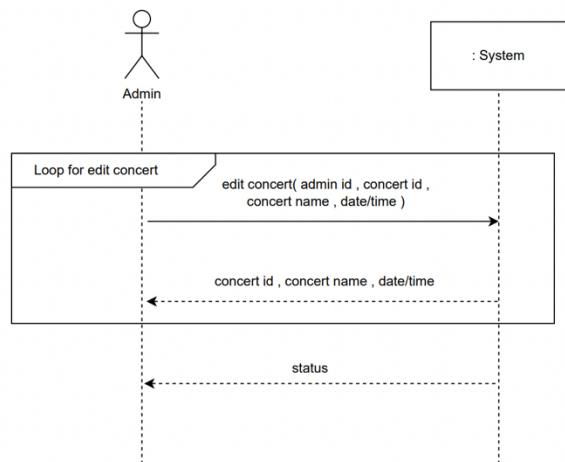


Detail Sequence diagram of Add concert

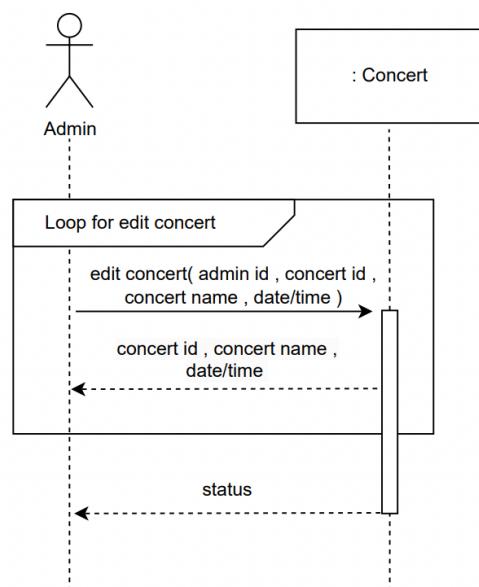


Manage concert data (Kob Student ID 6504062610013 No.2)

System Sequence diagram of Edit concert



Detail Sequence diagram of Edit concert



UI (Kob Student ID 6504062610013 No.2)

Profile

The screenshot shows the profile page of a user named Kab Kmutnb. At the top, there is a purple header with the 'TICKET CONCERT' logo, a search bar, a notification bell icon with a '0' count, a shopping cart icon, and a user profile picture. Below the header, the user's name 'Kab Kmutnb' is displayed in large black font, with the email 'kab@email.kmutnb.ac.th' underneath. To the left of the name is a small profile picture of a person with glasses. On the right side of the name, there is an 'Edit' button with a pencil icon. Below this section, there are two tabs: 'General History' and 'Purchase History'. The 'General History' tab is selected, showing the following details:
First Name : Kab
Last Name : Kmutnb
Gender : female
Birth Date : 1 January 5555
E-mail : kab@email.kmutnb.ac.th
Phone Number : 0987654321

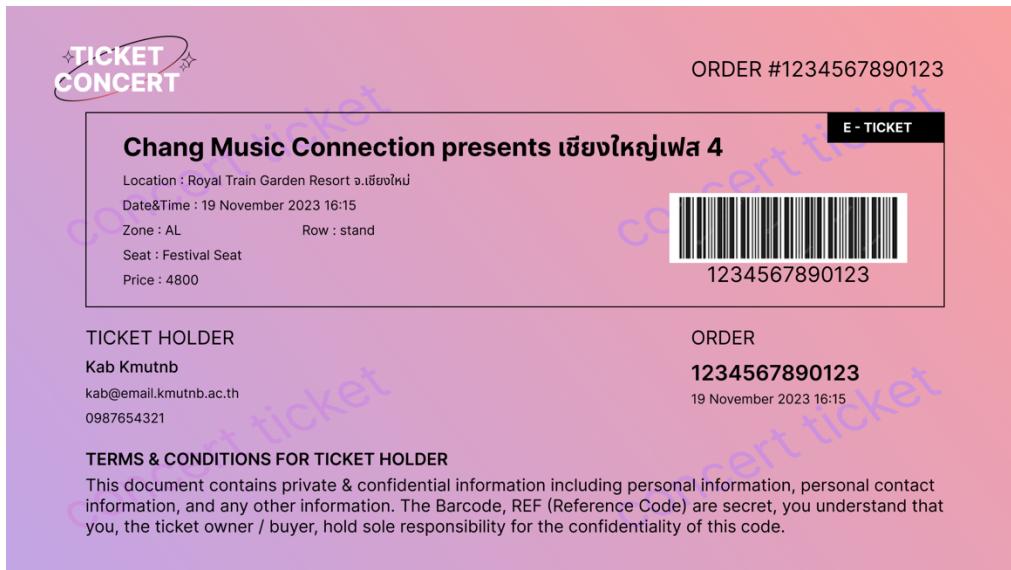
The 'Purchase History' tab shows a single entry: 'Chang Music Connection presents ເບຍລິຫງວານ 4' with a 'Last' button next to it. To the right of this entry is a blue button labeled 'E - ticket'. At the bottom of the screen, there is a 'LOG OUT' button.

Edit Profile

The screenshot shows the 'EDIT PROFILE' page. At the top, there is a purple header with the 'TICKET CONCERT' logo, a search bar, a notification bell icon with a '0' count, a shopping cart icon, and a user profile picture. Below the header, the title 'EDIT PROFILE' is displayed in pink. On the left side, there is a placeholder image with a plus sign, indicating where to upload a profile picture. The form fields are as follows:
First Name: Kab
Last Name: Kmutnb
Gender: female (dropdown menu)
Birth Date: 01 (dropdown), January (dropdown), 5555 (dropdown)
E-mail: kab@email.kmutnb.ac.th
Phone Number: 0987654321
At the bottom left, there is a link 'You want to change your password ?'. At the bottom center, there is a green 'SAVE' button.

UI (Kob Student ID 6504062610013 No.2)

E ticket



Bought tickets

TICKET CONCERT

Purchase History

Last

Chang Music Connection presents เสียงไหงฟes 4

Concert ID : A0006
Location : Royal Train Garden Resort อ.เมืองใหม่
Date&Time : 19 November 2023 16:15
Zone : AL Row : stand
Seat : Festival Seat
Quantity : 1
Price : 4800

E - ticket

BABB BIRD BIRD SHOW #12/2023

Concert ID : A0007
Location : Impact Arena Muang Thong Thani -
Date&Time : 18 November 2023 19:00
Zone : SA Row : D
Seat : D45
Quantity : 1
Price : 4400

Finish

UI (Paphawarin Suchantabut Student ID 6504062610170 No.15)

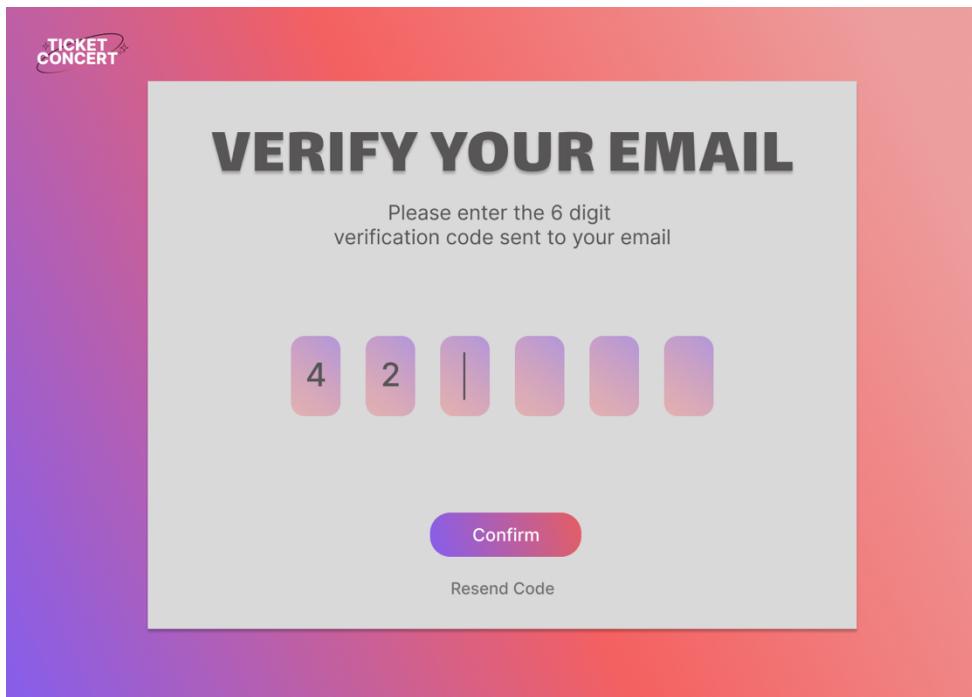
Login



Create account

The image shows the "CREATE NEW ACCOUNT" form. At the top center is the text "CREATE NEW ACCOUNT" in large white letters. Below this is a grey rounded rectangular area containing several input fields and dropdown menus. On the left side of this area, there are fields for "email *" (with a placeholder email address) and "password *" (with a placeholder password). To the right of these is a field for "password confirmation *". Below this section is a heading "PERSONAL INFORMATION". Under "PERSONAL INFORMATION", there are fields for "first name *" and "last name *". There is also a "birthday" field consisting of three dropdown menus for date, month, and year. To the right of the birthday field are gender options: "male" (radio button), "female" (radio button), and "not specified" (radio button). Below these is a "phone number *" field with a placeholder "0XXXXXXXXX" and a small flag icon. At the bottom of the grey area is a reCAPTCHA verification box with a checkbox labeled "I'm not a robot" and a "reCAPTCHA" logo. In the bottom right corner of the entire form area is a black rounded rectangular button with the text "SIGN UP" in white.

Verify



UI (Usanee Komas Student ID 6504062610331 No.28)

Home

The image shows the homepage of the Ticket Concert website. The header features the 'TICKET CONCERT' logo, a search bar, a notification bell icon, a shopping cart icon, and a user profile picture. The main banner is for the 'Chang Music Connection' event, specifically 'เทศกาลดนตรีช้าง ครั้งที่ 4' (Chang Music Connection 4). It includes a price of '1,200.- วิ่งลาก' and 'EARLY PANDA'. The banner also lists various artists performing at the event. Below the banner, there are three sections: 'Hot Event' (featuring Chang Music Connection presents...), 'Coming Soon' (featuring PEPSI Presents PROXIE The 1st Concert...), and 'Sold Out' (featuring 789 SPECIAL STAGE IN THE TIME CAPSULE, GMMTV FANDAY IN BANGKOK, and HIT 100). The footer contains links to various concert details and terms like '章程'.

UI (Usanee Komas Student ID 6504062610331 No.28)

Admin

The screenshot shows the 'ADD CONCERT' page. On the left sidebar, there are buttons for 'ADD CONCERT' (highlighted in blue) and 'EDIT CONCERT'. The main area has a title 'ADD CONCERT' at the top. It includes fields for 'ID CONCERT *' (text input), 'CONCERT NAME *' (text input), and 'CONCERT DETAIL' (text area). There is also an 'UPLOAD IMAGE' button with a placeholder icon. Below these are 'LOCATION *' (dropdown menu with placeholder 'Please select a concert venue'), 'DATE' (text input with calendar icon), and 'TIME' (text input with clock icon). At the bottom are 'CANCEL' and 'SAVE' buttons.

Cash

The screenshot shows a payment page for a concert. At the top, it says 'TICKET CONCERT' and has a search bar. The main content area features a poster for 'Chang Music Connection presents ເບຍືອງໄຂຮອງພັສ 4' with details: 'Show Round : Sunday 19 November 2023 16.00' and 'Zone : Standing AL'. To the right is the 'ORDER DETAILS' section, which lists the same information and adds: 'Time 16.00', 'Quantity 1', 'Zone AL', 'Price 2,000', 'Shipping Fee 0', 'Service fee (30 bath per ticket) 30', and 'Discount 0'. Below this, it shows 'Total Amount 2,030'. On the left, there's a 'Member' section with a profile picture of 'Kab Kmutnb' and email 'kab@email.kmutnb.ac.th'. Under 'Payment method', there are buttons for 'Credit card payment' and 'Prompt Pay'. A note at the bottom states: 'If you have paid for the ticket fee and seat reservation with Ticket Concert Company, and in the event that you do not collect the ticket or collect the ticket not on time, we reserve the right to not refund the ticket fee under any circumstances. Press "I agree" to proceed with the payment.' A checkbox labeled 'I Agree' is present. At the bottom right is a 'CONFIRM PAYMENT' button.

UI (Sutthara Pornlerdsawangsuk Student ID 6504062620205 No.44)

Zone

The screenshot shows the 'TICKET CONCERT' website for the 'MULTIBIRD' show. At the top, there's a search bar, a notification icon, a shopping cart icon, and a user profile icon. Below the header, there's a promotional image for 'MULTIBIRD' featuring four performers in colorful costumes. To the right of the image is a stage plan diagram labeled 'STAGE' at the top, with 'AR' (Auditorium Right) and 'AL' (Auditorium Left) sections on either side, and 'B1' at the bottom. Below the stage plan is a 'REMASK' section with two price options: 2,000 BAHT and 1,500 BAHT. A 'BUY NOW' button is located at the bottom right of this section. On the left, there's a table for 'BABB BIRD BIRD SHOW #12/2023' with 'Date' (18,19 NOVEMBER 2023 (ex.)) and 'Time' (19:00 / 17:00 (ex.)).

Seat

This screenshot shows the seat map for the Multibird concert. At the top, it features the same stage plan as the previous image. Below the stage plan is a large grid representing the seating area, labeled 'STAGE'. The grid is organized into rows (A-H) and columns (1-10). Seats are marked with 'X' (available), 'O' (occupied), and 'D' (disabled). A row of orange circles highlights specific seats in the D row. At the bottom, there's a 'Ticket Information' section with fields for Round (Zone: B1), Show Date, Seat No, Quantity, Unit Price (Baht), and Total Price (Baht). There's also a checkbox for allowing counter service and a note about ID card verification.

Error Handling (Kob Student ID 6504062610013 No.2)

- Please enter a complete 10 digit phone number. If you do not have a Thailand phone number, please contact Admin by.....
- Your email address was not found. Please enter your email again. You must have (@).
- Are you sure to log out? If you want to log out, please Click again.

Error Handling (Paphawarin Suchantabut Student ID 6504062610170 No.15)

- We couldn't find your account. Please enter an email again or click **Sign up** to create a new account.
- The password is incorrect. Please try again or click **forgot your password** to reset it.
- The verification code is incorrect. Please click **Resend Code** to receive a new code via email.

Error Handling (Usanee Komas Student ID 6504062610331 No.28)

- Please choose a payment method.
- Please accept the terms and conditions before continuing.
- Successfully booked tickets.

Error Handling (Sutthara Pornlerdsawangsuk Student ID 6504062620205 No.44)

- There are no more seats available in this zone.
- This seat is not available.
- Please select a show date.