Consumer Use Case Descriptions  
  
Consumer -The Consumer must be able to access the Online Ticket System buy a ticket for an event   
  
Access System - The consumer must be able to access the ticket system via the world wide web from any device that can access the Internet, in this ticket system they will be allowed to buy tickets for any events present or future given a limited date range

Provide Details - To get into the ticket system the Consumer must Provide their Details such as an unique username and password that will authenticate that it is the specific customer who wishes to access the system. The Consumer must provide a billing address when they first access the online ticket system, this address will be used to deliver the tickets to the correct address.  
  
Select Show - In Order to purchase a ticket, the user must select an Event they wish to see. When the Consumer chooses an Event they will be given a list that is compiled of Events from random dates they can choose from or The Consumer can give a specific date range such as next week Tuesday and a new list will be complied giving the Events going from the present day to the data given in order.  
  
Choose Seat - After choosing an event the consumer must choose a seat or seats but if they choose to buy multiple seats they must first identify the limit set by the venue manager for how many seats can be chosen by one consumer. The Consumer can choose their seat manually this means being able to see what seats are on hold, have been sold and which ones are available. When the seats have been chosen by the Consumer, they will be on hold so no other Consumer could choose that exact seat or seats. The Consumer can choose to allow the Online Ticket System to choose a seat for them, if they wish for this process to take place they must first input a price range such as what is the minimum they can spend and the maximum they can spend.  
  
Pay for Ticket- After the Seat or Seats have been chosen the Consumer must pay, the only form of payment is credit card.  
  
Pay for Multiple Tickets - When the Consumer chooses to pay for a multiple tickets the process is providing the credit card details and the billing address in addition the consumer could have a choice of choosing a promotion set by the Ticket Agent as if you buy certain amount of tickets you can get a certain percentage discount.

Venue Manager Use Case Descriptions DONE

Venue Manager- The Venue Manager manages everything about the location of the event such as the tickets, prices, seats, and layout of the event  
  
Add Event - The Venue Manager will be allowed to add an event to the Venue such as what the event, the time of the event, who is performing and how many people are allowed in the venue

Cancel Event - The Venue Manager will be allowed to cancel an event this could be caused by payment issues, not enough audience, weather or disagreements  
  
Set Event - A Venue Manager can Set an Event this means to be able to Set a date and time for a performer to be seen by the Consumer.  
  
Reschedule Event - A Venue Manager can Reschedule a this could be caused by events clashing such as the next booking will be overlapped by the previous performer so they will be rescheduled to the next available time or maybe the weather is not so good so the performer will want to perform in better conditions  
  
Designate Number of Seats - A Venue manager must designate the number of seats in an event this must be done so the tickets will have a sale limit as if the tickets sold have gone over the capacity for the number of people allowed in the event this will cause issues and the venue manager will have to sort out refunds  
  
Increase Seat Limit - The Venue manager could choose to increase the seat limit for the event this could be due to the reason that the performer is world - wide known and the Venue Manager knows that many people would come to see this person. In addition, the seat limit for one customer could be increased to allow promotions as one consumer may buy tickets for family and friends.  
  
Decrease Seat Limit - The venue manager could choose to decrease the number of seats this would be done to allow 2 meters distance between the audience in case of a pandemic. In addition, the seat limit for one consumer could be decreased as sometimes consumers could buy many tickets to sell outside and gain profit.  
  
Set Price Range For Ticket - There must be a price range for the seats this includes different prices for an adult, student, child, and senior citizen. Sometimes the seats could have promotions on such as if you buy 10 seats at once you will receive 10% off your total.

Ticket Agent Use Description  
  
Ticket Agent - The Ticket Agent is the individual who is in charge of the buying and selling of the tickets as when the consumers buy a ticket, the agent must verify the purchase by using the OTS(Online Ticket System)  
  
Access System - Once Consumers have purchased a ticket(s) the ticket agent must verify this by using the Online Ticket System.  
  
Provide Consumer Information - Providing the customer information will able the ticket agent to verify the tickets on the correct consumer  
  
Confirm Ticket Purchase - After Providing the Consumer Information the Ticket Agent will need to confirm the purchase of the seat/ticket that the Consumer has chosen, this will provide on the system that the Consumer has bought a ticket and has been confirmed/validated by a Ticket Agent

USE CASES

Diagram

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