Customer Use Case Descriptions  
  
Customer - The Customer will be able to access the Online Ticket System to buy a ticket for an event or show  
  
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 shows present or future given a limited date range

Provide Username and Password - To get into the ticket system the Consumer must Provide their Details such as a unique username and password that will authenticate that it is the specific customer who wishes to access the system.  
  
Add Payment Details - The Customer must Add their Payment Details such as their credit or debit card details, as this will be the only form of payment for the purchases on the system  
  
Provide Billing Details - The Customer 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.  
  
See Events List - 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.  
  
See Shows List - When the Customer chooses a show they will be given a list that is compiled of shows from random dates they can choose from or The Customer can give a specific date range such as next week Tuesday and a new list will be complied giving the shows going from the present day to the data given in order.  
  
Select Event - The Customer will be able to Select an Event they wish to see given from the lists  
  
Select Show - The Customer will be able to Select a Show they wish to see given from the lists  
  
Pay For Ticket - After the Show or Event has been chosen, the Customer must Pay for the Ticket  
  
Pay for Multiple Tickets - If the Customer chooses to buy multiple Tickets they must first identify the limit set by the venue manager for how many Tickets can be bought by one Customer.  
  
Choose Seat - After Paying for the Tickets the customer must choose a seat that they will be able to see from a list that will show which seats are available. 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.

Choose Multiple Seats - If the Customer chooses 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.   
  
Look at Promotion - On the Tickets and Seats there could be a Promotion, as if the Customer buys this many Tickets they could get a certain amount off, and sometimes the Seats will have price differences such as for Child, Student or Adult   
Diagram

Description automatically generated

Venue Manager Use Case Descriptions

Venue Manager - The Venue Manager manages everything about the location of the event or show such as the tickets, prices, seats and layout of the event  
  
Access System - The Venue Manager will be able to Access the System to make sure everything is ready for the Events and Shows.  
  
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  
  
Add Show - The Venue Manager will be allowed to add an Show to the Venue such as what is the show, the time of the show, who is performing and how many people are allowed in the venue  
  
Set Show - A Venue Manager can Set a Show this means to be able to Set a date and time for a performer to be seen by the Customer.  
  
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 Customer.  
  
Reschedule Show - A Venue Manager can Reschedule a Show this could be caused by shows 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  
  
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Cancel Show - The Venue Manager will be allowed to Cancel a Show this could be caused by payment issues, not enough audience, weather or disagreements  
  
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  
  
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 worldwide 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 And Seats - There has to be a Price Range for the Seats and Tickets this includes, different prices for an adult, student, child and senior citizen.  
  
Set Promotions And Discounts - Seats and Tickets can have promotions on such as if you buy 10 Tickets at once you will receive 10% off your total. For the Seats there will usually be different prices for a Child, Student or Adult  
  
Assign Ticket Agent - The Venue Manager must Assign a Ticket Agent when adding an Event or Show, this individual will help with promotions, discounts, seat and ticket pricing and much more.  
Diagram, schematic

Description automatically generated

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 the Customers 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 Customer  
  
Assign Seat to Customer - After the Customer has bought the Ticket or Tickets the Ticket Agent must assign that Ticket(s) to the Customer who has bought it  
  
Confirm Ticket Purchase - After assigning the Ticket(s) to the Customer the Ticket Agent will need to confirm the purchase of the Ticket(s) that the Customer has chosen, this will provide on the system that the Customer has bought a ticket and has been confirmed/validated by a Ticket Agent  
  
Diagram

Description automatically generated

Merged Use Case  
Diagram

Description automatically generated