Consumer Use Case Descriptions  
  
Consumer -The Consumer must be able to access the Online Ticket System buy a ticket for an event or show  
  
Access Ticket 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/Password - To get into the ticket system they must have an unique username and password that will authenticate that it is the specific customer who wishes to access the system.  
  
Provide Billing Details - The Consumer must also 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 a show they wish to see.  
  
Choose Show from List - When the Consumer chooses a show they will be given a list that is compiled of shows from random dates they can choose from.  
  
Choose Show from Date List - The Consumer can give a specific date range such as next week Tuesday and a new list will be complied giving the shows/events going from the present day to the data given in order.  
  
Choose Seat - After choosing a show/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.  
  
Choose Seat Manually - 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.  
  
Choose Automatic Selection - 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.  
  
Decline Seat Choice - If the Consumer chooses to not choose the seats given by the Online Ticket System they can either change the price range they have given and have an updated choice or they can choose to select their seat manually.  
  
Confirm Seat - If the Consumer agrees with the Online Ticket System choice they can click confirm seat and head on to the payment process.  
  
  
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 Single Ticket - When the Consumer chooses to pay for a single the process is providing the credit card details and the billing address.  
  
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

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  
  
Add Event/Show - 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/Show - The Venue Manager will be allowed to cancel an event this could be caused by payment issues, not enough audience, weather or disagreements  
  
Reschedule Event/Show - A Venue Manager can Reschedule a show 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

Limit Seats for One Customer - The Venue Manager needs to limit the number of seats that one consumer can buy, so that others can buy tickets as well, in addition sometimes consumers may buy tickets in a big bulk and sell them outside to gain profit,  
  
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.  
  
Make Price Range - 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)  
  
Sign on to OTS - Once Consumers have purchased a ticket(s) the ticket agent must verify this by using the Online Ticket System.  
  
Interact with OTS - Interacting with the OTS means the ticket agent must use the same features that the consumer did to purchase the tickets  
  
Provide Consumer Information - Providing the customer information will able the ticket agent to verify the tickets on the correct consumer