# TicketBooth

**Author (s):  Aldhaheri, Sara M.**                    **Date:      21-October-2019**

**Version:  1**

| USE CASE NAME: | Login | **USE CASE TYPE** | |
|---|---|---|---|
| USE CASE ID: | | **Business Requirements:**  ☐ | |
| PRIORITY: | High | | |
| | | | |
| PRIMARY BUSINESS ACTOR: | System Administrators, Customers, Wholesalers, Event Organizers | | |
| OTHER PARTICIPATING ACTORS: | System | | |
| OTHER INTERESTED STAKEHOLDERS: | Database | | |
| SHORT DESCRIPTION: | This use case is responsible for logging in TicketBooth users into the system | | |
| PRE-CONDITION: | An account exists in order to complete login process | | |
| TRIGGER: | Login button is pressed when credential fields are filled | | |
| TYPICAL COURSE OF EVENTS: | **Actor Action** | | **System Response** |
| | **Step 1**: User enters their credentials. | | **Step 2**: System searches for the provided email in database. |
| | | | **Step 3**: If email exists in database, system matches provided password to the provided email. |
| | | | **Step 4**: If credentials match, system redirects User to appropriate interface depending on their account type. |
| ALTERNATE COURSES: | **Alt-Step 2**: Email is not found, User is redirected to Register page. | | |
| | **Alt-Step 3**: Password does not match email, User is redirected to Login page. | | |
| CONCLUSION: | The use case concludes when User is logged into the interface or when User is redirected to the Register page. | | |
| POST-CONDITION: | User status on the system is active/online. | | |
| BUSINESS RULES: | | | |
| IMPLEMENTATION CONSTRAINTS AND SPECIFICATIONS: | | | |
| ASSUMPTIONS: | | | |
| OPEN ISSUES: | | | |

# TicketBooth

**Author (s):   Aldhaheri, Sara M.**                                    **Date:      21-October-2019**

**Version:  1**

| USE CASE NAME: | Registration | USE CASE TYPE | |
|---|---|---|---|
| **USE CASE ID:** | | **Business Requirements:**   ☐ | |
| **PRIORITY:** | High | | |
| | | | |
| **PRIMARY BUSINESS ACTOR:** | System Administrators, Customers, Wholesalers, Event Organizers | | |
| **OTHER PARTICIPATING ACTORS:** | System | | |
| **OTHER INTERESTED STAKEHOLDERS:** | Database | | |
| **SHORT DESCRIPTION:** | This use case is responsible for registering a new User to the database | | |
| **PRE-CONDITION:** | An account / email does not exist in the database | | |
| **TRIGGER:** | Register button is clicked or upon failed Login attempt | | |
| **TYPICAL COURSE OF EVENTS:** | **Actor Action** | **System Response** | |
| | **Step 1**: User enters email and other details | **Step 2**: System stores details in database | |
| | | **Step 3**: System sends confirmation to provided email | |
| | | **Step 4**: System logs in User and User is redirected to interface | |
| **ALTERNATE COURSES:** | **Alt-Step 2**: User enter non existent email or does not enter all required field, System refreshes Register page and prompts User to enter correct data | | |
| **CONCLUSION:** | Registration ends when confirmation email is sent | | |
| **POST-CONDITION:** | New account is saved in the database | | |
| **BUSINESS RULES:** | No two accounts should have all identical fields | | |
| **IMPLEMENTATION CONSTRAINTS AND SPECIFICATIONS:** | | | |
| **ASSUMPTIONS:** | | | |
| **OPEN ISSUES:** | | | |

# TicketBooth

**Author (s):   Aldhaheri, Sara M.**                    **Date:        21-October-2019**

**Version:  1**

| USE CASE NAME: | Purchase Tickets in Bulks | USE CASE TYPE |
|---|---|---|
| USE CASE ID: | | Business Requirements:      ☐ |
| PRIORITY: | High | |
| | | |
| PRIMARY BUSINESS ACTOR: | Wholesalers | |
| OTHER PARTICIPATING ACTORS: | System Administrators, System | |
| OTHER INTERESTED STAKEHOLDERS: | Bank | |
| SHORT DESCRIPTION: | This use case is designed to sell more than 5 tickets to a wholesaler | |
| PRE-CONDITION: | Wholesaler account is logged in | |
| TRIGGER: | Event is selected along with specific timing and other relevant details | |

| TYPICAL COURSE OF EVENTS: | **Actor Action** | **System Response** |
|---|---|---|
| | **Step 1**: Wholesaler selects an event | **Step 2**: System redirects Wholesaler to the page of selected Event |
| | **Step 3**: Wholesaler selects time, date, seat, number of tickets whenever relevant | **Step 4**: System stores order request |
| | | **Step 5**: System prompts Wholesaler for payment method |
| | **Step 6**: Wholesaler enters payment method and information | **Step 7**: System Wholesaler with bank and awaits bank approval |
| | | **Step 8**: System updates Event information on the database |
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| ALTERNATE COURSES: | **Alt- Step 7**: If bank does not approve, System notifies Customer |
|---|---|
| | |
| CONCLUSION: | The use case is terminated when the System is updated |
| POST-CONDITION: | Seat capacity is updated |
| BUSINESS RULES: | A contract between bank and management exists |
| IMPLEMENTATION CONSTRAINTS AND SPECIFICATIONS: | |
| ASSUMPTIONS: | |
| OPEN ISSUES: | |

# TicketBooth

**Author (s): Aldhaheri, Sara M.**                    **Date:     21-October-2019**
                                                                      **Version:  1**

| USE CASE NAME: | Update Event Seat Capacity | USE CASE TYPE | |
|---|---|---|---|
| USE CASE ID: | | **Business Requirements:** | ☐ |
| PRIORITY: | High | | |
| | | | |
| PRIMARY BUSINESS ACTOR: | System Administrators, Customers, Wholesalers, Event Organizers | | |
| OTHER PARTICIPATING ACTORS: | System | | |
| OTHER INTERESTED STAKEHOLDERS: | N/A | | |
| SHORT DESCRIPTION: | | | |
| PRE-CONDITION: | An account exists in order to complete login process | | |
| TRIGGER: | Login button is pressed and credentials are filled | | |
| TYPICAL COURSE OF EVENTS: | **Actor Action** | | **System Response** |
| | Step 1: | | Step 2: |
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| ALTERNATE COURSES: | | | |
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| CONCLUSION: | | | |
| POST-CONDITION: | | | |
| BUSINESS RULES: | | | |
| IMPLEMENTATION CONSTRAINTS AND SPECIFICATIONS: | | | |
| ASSUMPTIONS: | | | |
| OPEN ISSUES: | | | |

# TicketBooth

**Author (s): <u>Aldhaheri, Sara M.</u>**        **Date:   <u>21-October-2019</u>**

**Version: 1**

| USE CASE NAME: | Purchase Tickets | **USE CASE TYPE** | |
|---|---|---|---|
| USE CASE ID: | | **Business Requirements:** ☐ | |
| PRIORITY: | High | | |
| | | | |
| PRIMARY BUSINESS ACTOR: | Customers | | |
| OTHER PARTICIPATING ACTORS: | System Administrators, System | | |
| OTHER INTERESTED STAKEHOLDERS: | Banks | | |
| SHORT DESCRIPTION: | This use case is to enable Customers to buy a maximum of 5 tickets to an Event | | |
| PRE-CONDITION: | Customer is logged in<br>Management has made deals with banks to approve card purchases | | |
| TRIGGER: | Event is selected along with specific timing and other relevant details | | |
| TYPICAL COURSE OF EVENTS: | **Actor Action** | **System Response** | |
| | **Step 1**: Customer selects an event | **Step 2**: System redirects Customer to the page of selected Event | |
| | **Step 3**: Customer selects time, date, seat, number of tickets whenever relevant | **Step 4**: System stores order request | |
| | | **Step 5**: System prompts Customer for payment method | |
| | **Step 6**: Customer enters payment method and information | **Step 7**: System connects with bank and awaits bank approval | |
| | | **Step 8**: System updates Event information on the database | |
| ALTERNATE COURSES: | **Alt- Step 7**: If bank does not approve, System notifies Customer | | |
| CONCLUSION: | The use case is terminated when the System is updated | | |
| POST-CONDITION: | Seat capacity is updated | | |
| BUSINESS RULES: | A contract between bank and management exists | | |
| IMPLEMENTATION CONSTRAINTS AND SPECIFICATIONS: | | | |
| ASSUMPTIONS: | | | |
| OPEN ISSUES: | | | |

# TicketBooth

**Author (s):** **Aldhaheri, Sara M.**　　　　　　**Date:** **21-October-2019**

**Version:** **1**

| USE CASE NAME: | Send Request Refund | USE CASE TYPE |  |
|---|---|---|---|
| USE CASE ID: |  | **Business Requirements:** | ☐ |
| PRIORITY: | High |  |  |
|  |  |  |  |
| PRIMARY BUSINESS ACTOR: | Customers, Wholesalers |  |  |
| OTHER PARTICIPATING ACTORS: | System Administrators, System |  |  |
| OTHER INTERESTED STAKEHOLDERS: | Bank |  |  |
| SHORT DESCRIPTION: | This use case is designed to assist Customers and Wholesalers in the process of requesting for a refund upon a cancelled Event |  |  |
| PRE-CONDITION: | A purchase has been made for the cancelled Event<br>System Administrator opens Request Refund button cancelled Event |  |  |
| TRIGGER: | Customer or Wholesaler clicks on Request Refund |  |  |

| TYPICAL COURSE OF EVENTS: | **Actor Action** | **System Response** |
|---|---|---|
|  | **Step 1**: Customer request refund for cancelled Event | **Step 2**: System recognizes Event is cancelled |
|  |  | **Step 3**: System alerts System Administrator that a money transfer with Bank will be made |
|  | **Step 4**: System Administrator approves Bank request for fund transfer | **Step 5**: System attempts connection with Bank and connection made |
|  |  | **Step 6**: Bank approves |
|  | **Step 7**: Customer receives refund |  |
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| ALTERNATE COURSES: | **Alt-Step 5**: Bank declines connection |
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|  | **Alt-Step 6**: System Administrations attempts to make connection manually |
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| CONCLUSION: | This use case ends when requested refunds are successfully returned |
|---|---|
| POST-CONDITION: | Event Organizers are contacted regarding refunds |
| BUSINESS RULES: | No refunds for any other reason except for a cancelled event<br>Receipts are issued. |
| IMPLEMENTATION CONSTRAINTS AND SPECIFICATIONS: |  |
| ASSUMPTIONS: | Customers are alerted once refunds are completed |
| OPEN ISSUES: |  |

**Author (s):  Aldhaheri, Sara M.**                    **Date:      21-October-2019**
                                                                       **Version:  1**

| USE CASE NAME: | Create Event | USE CASE TYPE |
|---|---|---|
| USE CASE ID: | | **Business Requirements:**     ☐ |
| PRIORITY: | High | |

| | |
|---|---|
| **PRIMARY BUSINESS ACTOR:** | System Administrators, Event Organizers |
| **OTHER PARTICIPATING ACTORS:** | System |
| **OTHER INTERESTED STAKEHOLDERS:** | N/A |
| **SHORT DESCRIPTION:** | This use case is accessible to Event Organizers for creating a new Event. |
| **PRE-CONDITION:** | Event Organizer is logged in<br>System Administrator has vetted and verified the Event Organizer's account |
| **TRIGGER:** | Event Organizer clicked on Create New Event button |

| TYPICAL COURSE OF EVENTS: | Actor Action | System Response |
|---|---|---|
| | **Step 1**: Event Organizer fills description about new Event | **Step 2**: System requests Supporting Documents to be examined by System Administrators |
| | **Step 3**: System Administrators reviews new Event | |
| | **Step 4**: System Administrator approves Event | **Step 5**: System updates Database with new event |
| | | **Step 6**: System allows Event Organizer to open Upload Supporting File page |
| | | **Step 7**: System alerts Event Organizer to Upload Supporting File |
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| **ALTERNATE COURSES:** | **Alt-Step 4**: System Administrator rejects Event<br>**Alt-Step 5**: System alerts Event Organizer |
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| **CONCLUSION:** | This use case ends when Event Organizer is updated on status of New Event |
| **POST-CONDITION:** | System stores attempted request regardless of status |
| **BUSINESS RULES:** | |
| **IMPLEMENTATION CONSTRAINTS AND SPECIFICATIONS:** | |
| **ASSUMPTIONS:** | |
| **OPEN ISSUES:** | 1. |

# TicketBooth

**Author (s):  Aldhaheri, Sara M.**                                   **Date:      21-October-2019**
                                                                       **Version:  1**

| USE CASE NAME: | Edit Existing Event | USE CASE TYPE | |
|---|---|---|---|
| USE CASE ID: | | **Business Requirements:** | ☐ |
| PRIORITY: | High | | |
| | | | |
| PRIMARY BUSINESS ACTOR: | System Administrators, Event Organizers | | |
| OTHER PARTICIPATING ACTORS: | System | | |
| OTHER INTERESTED STAKEHOLDERS: | Customers, Wholesalers | | |
| SHORT DESCRIPTION: | | | |
| PRE-CONDITION: | An account exists in order to complete login process | | |
| TRIGGER: | Event Organizer clicked on Edit Existing Event button | | |

| TYPICAL COURSE OF EVENTS: | Actor Action | System Response |
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| | **Step 1**: | **Step 2**: |
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| ALTERNATE COURSES: | | |
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| CONCLUSION: | |
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| POST-CONDITION: | All affected parties must be notified of changes |
| BUSINESS RULES: | |
| IMPLEMENTATION CONSTRAINTS AND SPECIFICATIONS: | |
| ASSUMPTIONS: | |
| OPEN ISSUES: | Changes might affect interest of Customers and Wholesalers |

# TicketBooth

**Author (s):** <u>Aldhaheri, Sara M.</u>  **Date:** <u>21-October-2019</u>
**Version: 1**

| | | USE CASE TYPE |
|---|---|---|
| **USE CASE NAME:** | Cancel Event | |
| **USE CASE ID:** | | **Business Requirements:** ☐ |
| **PRIORITY:** | High | |
| | | |
| **PRIMARY BUSINESS ACTOR:** | System Administrators, Event Organizers | |
| **OTHER PARTICIPATING ACTORS:** | System | |
| **OTHER INTERESTED STAKEHOLDERS:** | Customers, Wholesalers | |
| **SHORT DESCRIPTION:** | | |
| **PRE-CONDITION:** | An account exists in order to complete login process | |
| **TRIGGER:** | Event Organizer clicked on Cancel Existing Event button | |
| **TYPICAL COURSE OF EVENTS:** | **Actor Action** | **System Response** |
| | **Step 1**: | **Step 2**: |
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| **ALTERNATE COURSES:** | | |
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| **CONCLUSION:** | | |
| **POST-CONDITION:** | | |
| **BUSINESS RULES:** | | |
| **IMPLEMENTATION CONSTRAINTS AND SPECIFICATIONS:** | | |
| **ASSUMPTIONS:** | | |
| **OPEN ISSUES:** | 1. | |

# TicketBooth

**Author (s):** **Aldhaheri, Sara M.**     **Date:** **21-October-2019**
**Version:  1**

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|---|---|---|---|
| **USE CASE NAME:** | Send Update Event | **USE CASE TYPE** | |
| **USE CASE ID:** | | **Business Requirements:** ☐ | |
| **PRIORITY:** | High | | |
| | | | |
| **PRIMARY BUSINESS ACTOR:** | System Administrators, Event Organizers | | |
| **OTHER PARTICIPATING ACTORS:** | System | | |
| **OTHER INTERESTED STAKEHOLDERS:** | Customers, Wholesalers | | |
| **SHORT DESCRIPTION:** | | | |
| **PRE-CONDITION:** | An account exists in order to complete login process | | |
| **TRIGGER:** | Login button is pressed and credentials are filled | | |
| **TYPICAL COURSE OF EVENTS:** | **Actor Action** | | **System Response** |
| | Step 1: | | Step 2: |
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| **ALTERNATE COURSES:** | | | |
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| **CONCLUSION:** | | | |
| **POST-CONDITION:** | | | |
| **BUSINESS RULES:** | | | |
| **IMPLEMENTATION CONSTRAINTS AND SPECIFICATIONS:** | | | |
| **ASSUMPTIONS:** | | | |
| **OPEN ISSUES:** | 1. | | |

# TicketBooth

**Author (s):  Aldhaheri, Sara M.**                          **Date:      21-October-2019**
                                                             **Version:  1**

| USE CASE NAME: | Boost Event | USE CASE TYPE | |
|---|---|---|---|
| USE CASE ID: | | **Business Requirements:** | ☐ |
| PRIORITY: | High | | |
| | | | |
| PRIMARY BUSINESS ACTOR: | System Administrators, Event Organizers | | |
| OTHER PARTICIPATING ACTORS: | System | | |
| OTHER INTERESTED STAKEHOLDERS: | N/A | | |
| SHORT DESCRIPTION: | | | |
| PRE-CONDITION: | An account exists in order to complete login process | | |
| TRIGGER: | Login button is pressed and credentials are filled | | |

| TYPICAL COURSE OF EVENTS: | Actor Action | System Response |
|---|---|---|
| | Step 1: | Step 2: |
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| ALTERNATE COURSES: | |
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| CONCLUSION: | |
| POST-CONDITION: | |
| BUSINESS RULES: | |
| IMPLEMENTATION CONSTRAINTS AND SPECIFICATIONS: | |
| ASSUMPTIONS: | |
| OPEN ISSUES: | 1. |

**Author (s):  Aldhaheri, Sara M.**                    **Date:       21-October-2019**
                                                        **Version:  1**

| USE CASE NAME: | Upload Supporting Files | USE CASE TYPE | |
| --- | --- | --- | --- |
| USE CASE ID: | | **Business Requirements:** ☐ | |
| PRIORITY: | High | | |
| | | | |
| PRIMARY BUSINESS ACTOR: | Event Organizers | | |
| OTHER PARTICIPATING ACTORS: | System | | |
| OTHER INTERESTED STAKEHOLDERS: | N/A | | |
| SHORT DESCRIPTION: | | | |
| PRE-CONDITION: | An account exists in order to complete login process | | |
| TRIGGER: | Login button is pressed and credentials are filled | | |
| TYPICAL COURSE OF EVENTS: | **Actor Action** | **System Response** | |
| | **Step 1**: | **Step 2**: | |
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| ALTERNATE COURSES: | | | |
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| CONCLUSION: | | | |
| POST-CONDITION: | | | |
| BUSINESS RULES: | | | |
| IMPLEMENTATION CONSTRAINTS AND SPECIFICATIONS: | | | |
| ASSUMPTIONS: | | | |
| OPEN ISSUES: | | | |

# TicketBooth

**Author (s):  Aldhaheri, Sara M.**     **Date:     21-October-2019**

**Version:  1**

| USE CASE NAME: | Set Bid for Catalog Position | USE CASE TYPE |  |
|---|---|---|---|
| USE CASE ID: | | **Business Requirements:** | ☐ |
| PRIORITY: | High | | |
| | | | |
| PRIMARY BUSINESS ACTOR: | Event Organizers | | |
| OTHER PARTICIPATING ACTORS: | System Administrators | | |
| OTHER INTERESTED STAKEHOLDERS: | System | | |
| SHORT DESCRIPTION: | This use case is prompted when Event Organizers wish to promote their event within the interface. | | |
| PRE-CONDITION: | Event Organizer is logged in<br>Event Organizer selected Boost Event | | |
| TRIGGER: | Event Organizer is redirected from Boost Event page | | |

| TYPICAL COURSE OF EVENTS: | **Actor Action** | **System Response** |
|---|---|---|
| | **Step 1**: Event Organizer uploads bid | **Step 2**: System stores bid in database |
| | | **Step 3**: System sends request to System Administrators |
| | **Step 4**: System Administrator considers bid and approves | **Step 5**: System sends confirmation to Event Organizer |
| | | **Step 6**: System promotes events on front page and other pages of the interface following System Administrators instructions |
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| ALTERNATE COURSES: | **Alt-Step 4**: System Administrator rejects bid. |
|---|---|
| | **Alt-Step 5**: System notifies Event Organizer on request status |
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| CONCLUSION: | This use case is terminated when a request is sent to a System Administrator for investigation |
|---|---|
| POST-CONDITION: | Bid is sent for consideration / investigation to System Administrator |
| BUSINESS RULES: | Documents to support request must be provided |
| IMPLEMENTATION CONSTRAINTS AND SPECIFICATIONS: | |
| ASSUMPTIONS: | |
| OPEN ISSUES: | |

# TicketBooth

**Author (s):** **Aldhaheri, Sara M.**  **Date:** **21-October-2019**
**Version: 1**

| USE CASE NAME: | Send Update Event Request | USE CASE TYPE | |
|---|---|---|---|
| USE CASE ID: | | **Business Requirements:** | ☐ |
| PRIORITY: | High | | |
| | | | |
| PRIMARY BUSINESS ACTOR: | Event Organizers | | |
| OTHER PARTICIPATING ACTORS: | System Administrators and System | | |
| OTHER INTERESTED STAKEHOLDERS: | Customers, Wholesalers | | |
| SHORT DESCRIPTION: | | | |
| PRE-CONDITION: | An account exists in order to complete login process | | |
| TRIGGER: | Login button is pressed and credentials are filled | | |
| TYPICAL COURSE OF EVENTS: | **Actor Action** | | **System Response** |
| | **Step 1**: | | **Step 2**: |
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| ALTERNATE COURSES: | | | |
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| CONCLUSION: | | | |
| POST-CONDITION: | | | |
| BUSINESS RULES: | | | |
| IMPLEMENTATION CONSTRAINTS AND SPECIFICATIONS: | | | |
| ASSUMPTIONS: | | | |
| OPEN ISSUES: | | | |