Wireframe & Process Flow

Event Management

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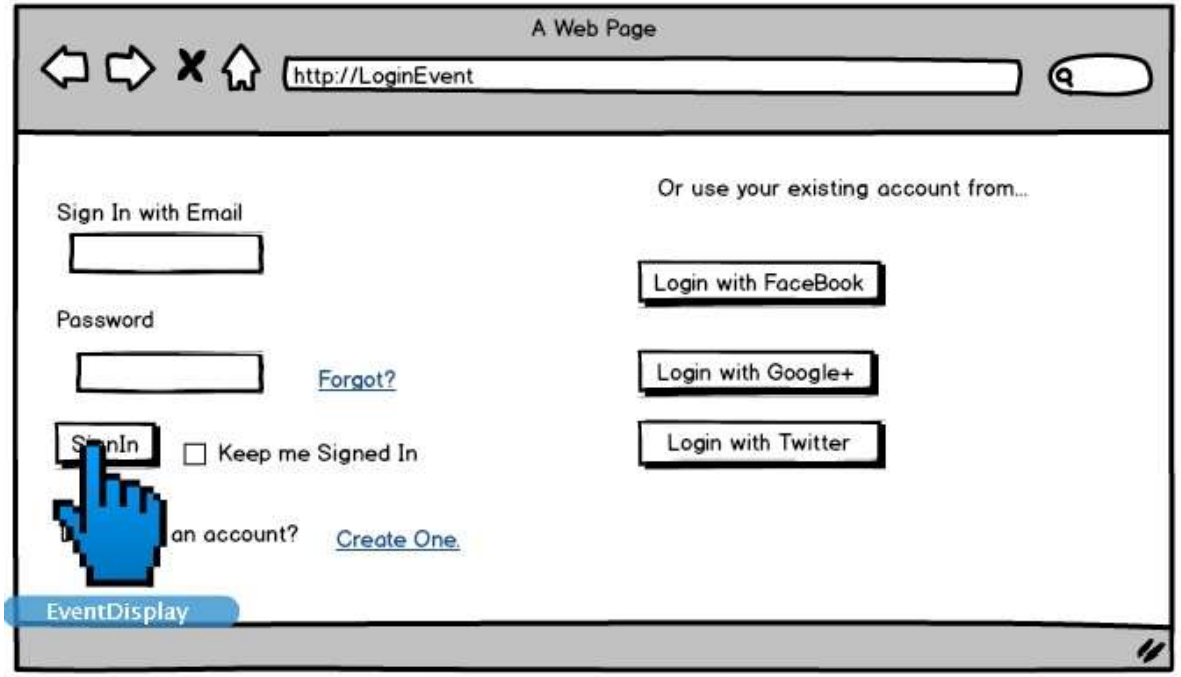
Scenario Snapshot

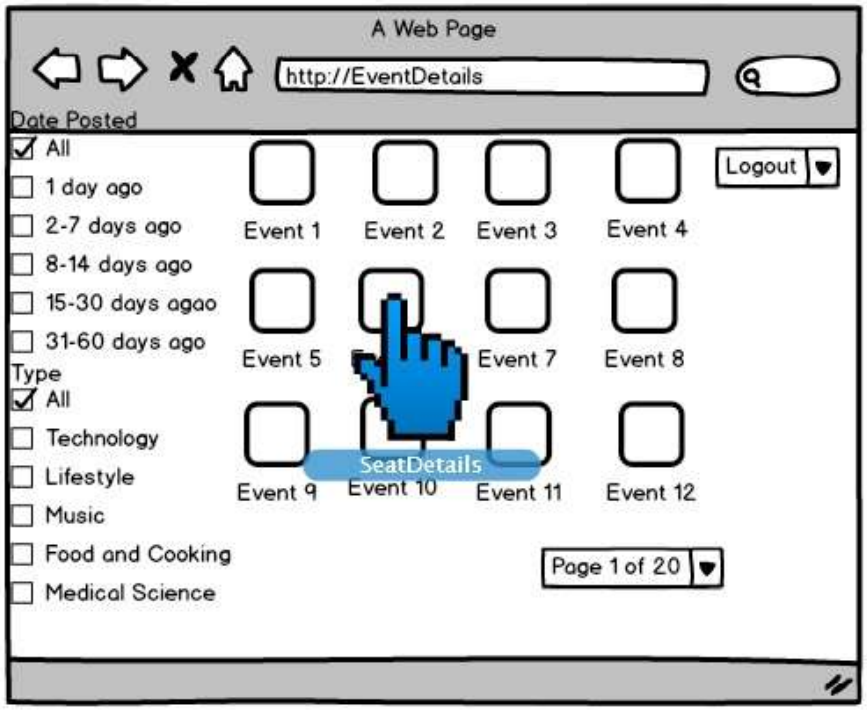
- **Brief**:
- • There is a Club which does a lot of events. All events have limited seats, each assigned to a paid
- ticket.
- • Tickets are issued against Names, and due to nature of events, the entry to event is via a photo
- ID (must match the Name)
- • Anyone can purchase a ticket for anyone, and their friends, (must enter correct names for all
- friends)
- • Invoice is generated against the person who bought the ticket, they may not be attending the
- said event.
- **Product Requirement**:
- • Design a system where you keep track of Users in the system (registered accounts) and event
- attendees of a particular event.
- • Design/Show a purchase flow for same (Start assuming someone has clicked the Book button on
- an event page and Stop after Payment is processed, suggest any flows you can from Payment
- Success page)
- • Suggest what can be done with captured details of attendees, if tickets have been bought for
- them.
- • Suggest a mechanism for attendees to claim tickets/change name if their details have been
- entered incorrectly (assume there is adequate time before event for doing so)

Serial No	Screen Name	Purpose	Information
1	Login Event	Providing direct login to system using social media or email registered. Also, new user can register using this page.	User need to provide the credentials. The user can be either attendee or anyone.
2	Event Display	User can select the events which are planned for next 2 months or posted not more than 2 months ago. He can select based on area of interest.	User may provide area of interest and date details to view events going to be conducted in the club.
3	Seat Details	Seats(Occupied and unoccupied) are displayed. Users can select unoccupied seats and go ahead.	Unoccupied seats are displayed in white inside the square, whereas occupied is marked in colors. Also, the user can see similar videos which organizer has uploaded.
4	Attendee's Information	To provide user facility to input the necessary details for the attendee.	Users detailed information needed for a function is captured.
5	Select Payment Methods	Facilitate user with payment assistance.	User can choose what type of payment he/she can do.
6	Enter Secured Information	Users secured information are captured.	This is the screen to capture Real-time information like OTP etc.
7	Success Transaction	To show the ticket along once transaction is successful	All necessary information are shown to user, including the QR Code
8	Failure Transaction	To convey user if transaction is unsuccessful stating the reason	Failure code and relevant message is displayed
9	Email Ticket Details	This is soft copy of Ticket where user can alter the name only ONCE, which is sent via email to Attendee's email	Only Name field is made editable and input is taken to change the same
10	Modify Attendee-By CSR	To provide further flexibility in case user fails to correct in 1st Session	This Module is to be used by Customer Service executive upon verification from 2nd time onwards
11	Seat Availability-Analytic	To provide visual display of available seats	In the "Event Display" screen seats vacant Vs Total seats is shown

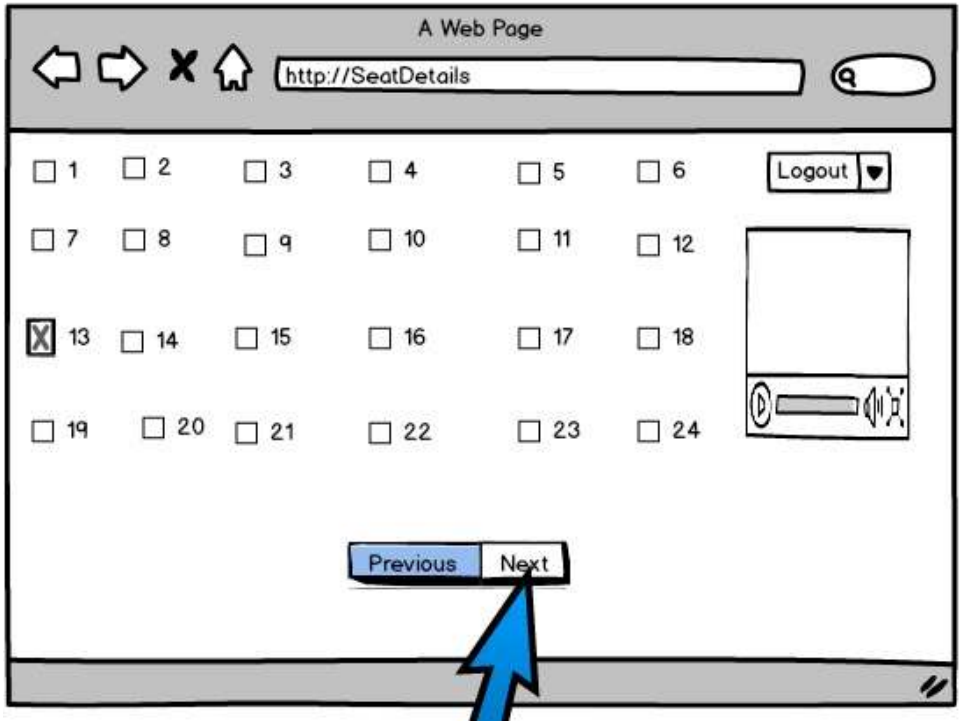
Login Event


A Web Page
http://LoginEvent
Sign In with Email
Password
Forgot?
SignIn
Keep me Signed In
an account?
Create One.
Or use your existing account from...
Login with FaceBook
Login with Google+
Login with Twitter
EventDisplay

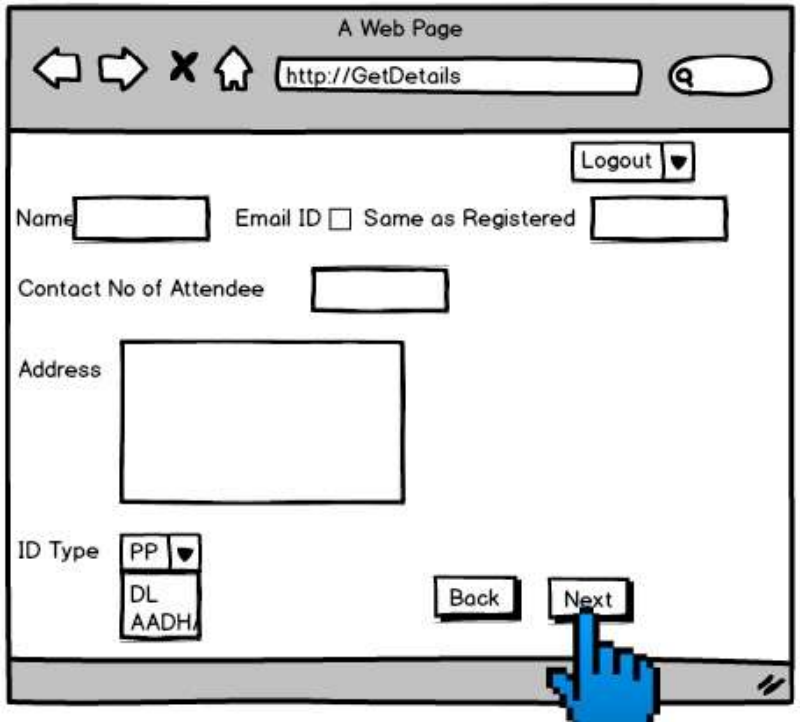
Event Display(Stage-A)



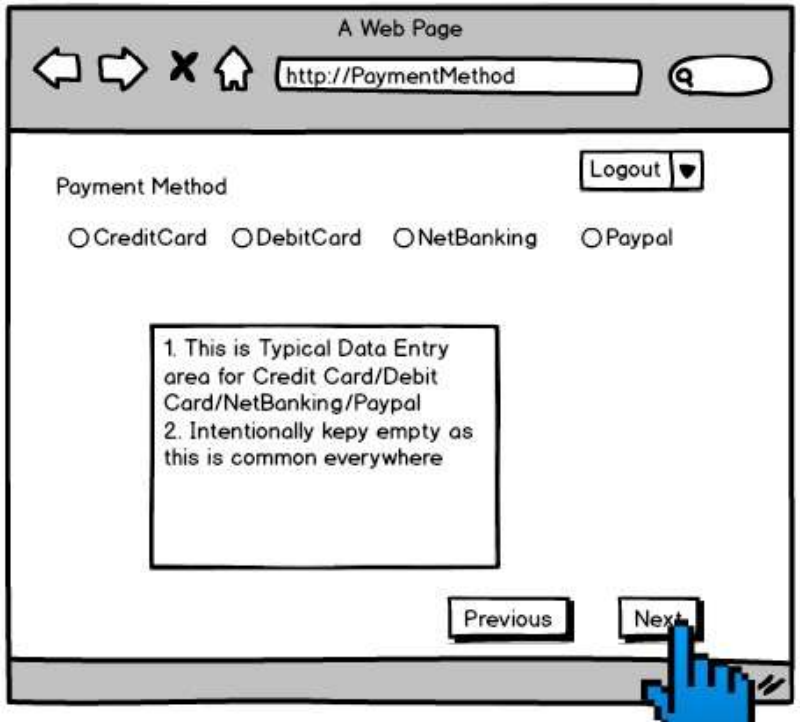
Seat Details(Stage-B)



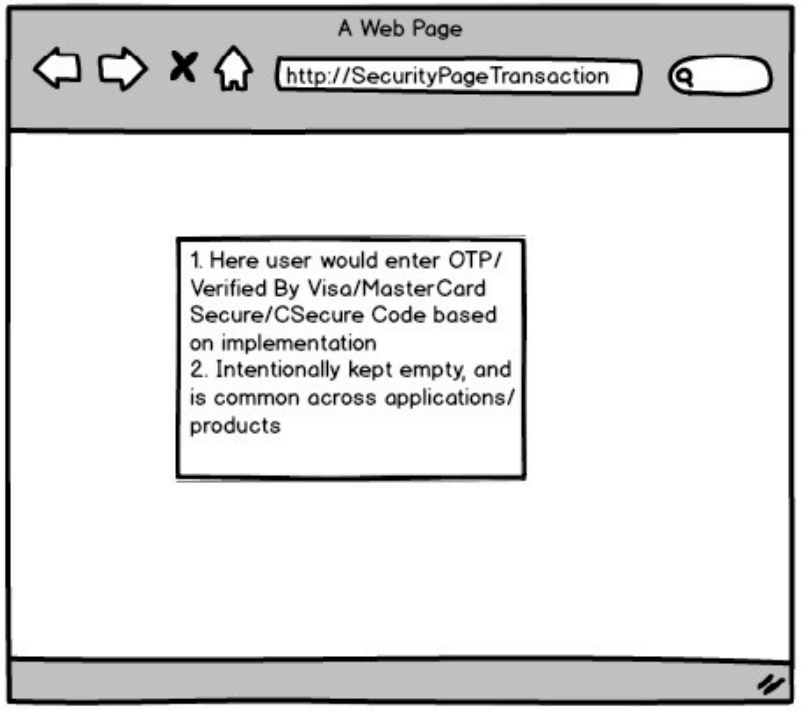
Attendee's Information(Stage-C)



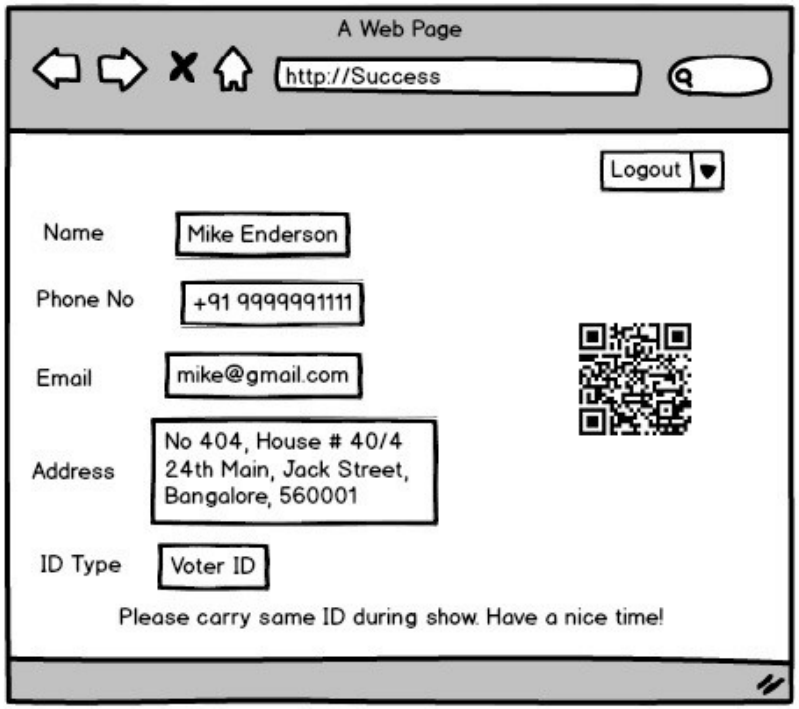
Select Payment Method(Stage-D)



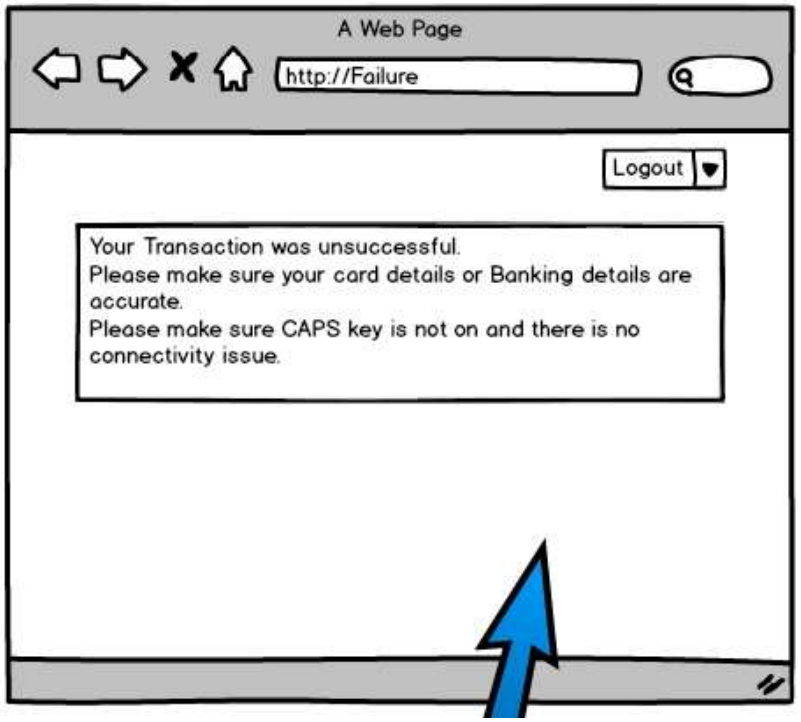
Enter Secured Information



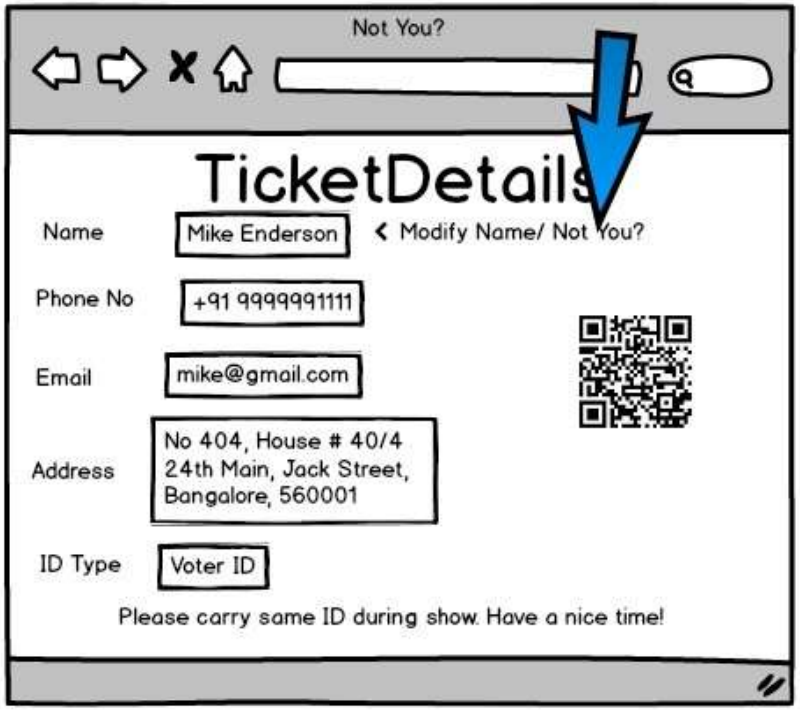
Success Transaction(Stage-E)



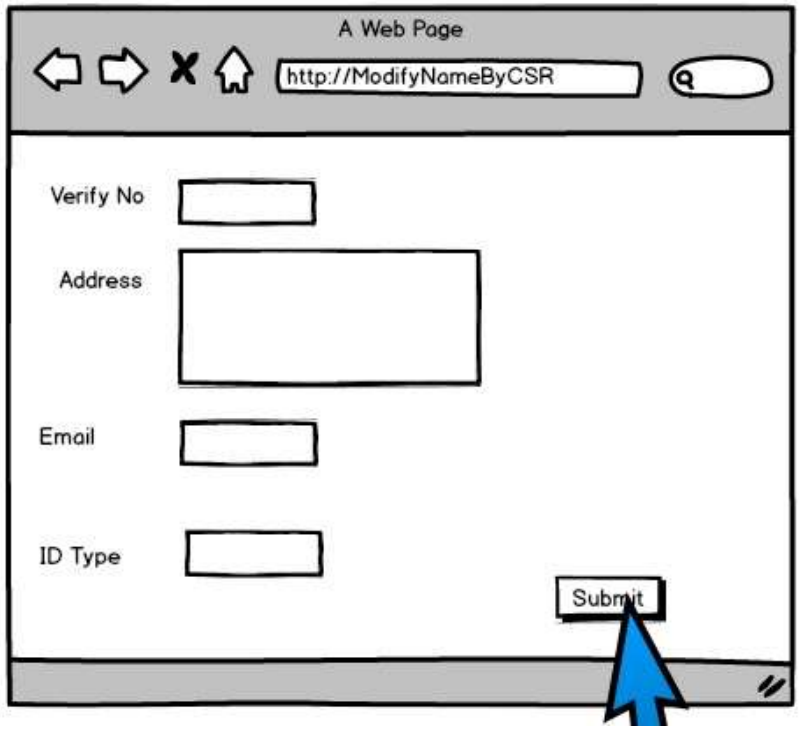
Failure Transaction(Stage-F)



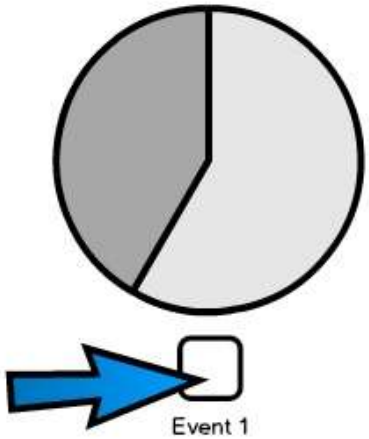
Email-Ticket Details(Stage-G)



Modify Attendee–By Customer Support



Seat Availability Analytic



Proposition

Serial No	Screen Name	User Actions	System Mechanism (Either SMS, WhatsApp, Email-All configurable)
Stage A	Event Display	User is in this stage and logs out/abandons	System sends a mail, SMS, WhatsApp with list of attractive events in near future
Stage B	Seat Details	User is in this stage and logs out/abandons	System sends a mail, SMS, WhatsApp stating the few seats remaining
Stage C	Attendee's Information	User is in this stage and logs out/abandons	System sends a mail, SMS, WhatsApp, asking to book seats soon if they don't want to miss
Stage D	Select Payment Method	User is in this stage and logs out/abandons	System sends a mail, SMS, WhatsApp, asking to book seats soon if they don't want to miss or any offer
Stage E	Success Transaction	User is in the stage and logs out	System sends a mail, SMS, WhatsApp with event details once booking done. Also, reminds it before 1 week, 3 days or 1 day before event
Stage F	Failure Transaction	User is in the stage and logs out/abandons	System sends a mail, SMS, WhatsApp, asking to book seats soon with proper payment information if they don't want to miss or any offer
Stage G	Email Ticket Details	User is in the stage, user is made auto-login to system, but on clicking user does not provide "New Name"	System sends a mail, SMS, WhatsApp to Edit the Name details soon
Stage E and G	Ticket Print Out or Soft Copy of "Success Transaction" or "Email Ticket Details"	Attendee shows the same at the entry gate of the event. OR Attendee miss outs the event	1. Systems tracks QR Code and made an entry in Event Management Systems as PRESENT. 2. Subsequently he/she is sent offers/alerts for future events similar in nature OR Attendee is sent offers/alerts for future events similar in nature

Thank You