OBJECTIVE

A. Scope

This project scope has been prepared from the inputs, site map and schema provided by the Client along with technical details which has helped create this document; however once this document is approved it supersedes any other documents provided by the Client before or after approval of this document.

B. Glossary

- Client – WhataTicket
- Development Company – Vrinsoft Technology
- Development Platform – Website Development

C. Requirement Overview

This is a web based development for ORGANIZER users. ORGANIZER will come to this web based system and take login with the ADMINISTRATOR given authorized credentials. From the site, the organizer will access functionalities as below:

- Create and Manage Event
- View Dashboard
- View Activity Feed
- View Event Metrics

Note: See the flow of this application in next slides of PPT.

OBJECTIVE

Organizer Functionality

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OBJECTIVE

Organizer Login

1. Organizer will take LOGIN over the website by entered admin provided valid credentials.

Note: Registration of organizer will done by ADMINISTRATOR only.

OBJECTIVE

Step 1: Create an Event

1. **Create Event:** When user will get LOGIN over the application then will come to the DASHBOARD. Dashboard will allow organizer to CREATE EVENT by entered details in the form as below:
    1. **Event Name:** Enter Event Name [i.e. Live Concert, Function etc]
    2. **Event Image:** Browse and upload image
    3. **Event Details:** Enter Fields Below:
    4. **Enter Venue:** Enter the name of Venue/theatre
    5. **Address:** Enter Address
    6. **City:** Enter City
    7. **Region/State:** Enter Region/State
    8. **Postal Code:** Enter Postal Code
    9. **Time of Event:** [Start Date] [Start time] – [End time] [End Date]
    10. **Change Time Zone:** User can select specific time zone from the calendar [see the screen below]
    11. **Description:** Enter Description

    12. **Setup Sitting Chart : This will have two option to select as below:**
        - **Setup Seating Chart:** When user will click on this option then redirect to the SEATING CHART CREATION sheet.

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OBJECTIVE

Setup Seating Chart:

- **Create and Manage seating Chart:** Organizer will Create and Manage **(Edit/Save)** chart by entered details below:
  - **Add Total Seats:** [Enter Seats by clicking on ”+” sign]
  - **Add Series:** [Add Total Seats by clicking on “+” sign]
  - **Enter Price:** [Enter Price per seat]
  - **Action Button:** This will have two option as VIEW and EDIT
  - **Select & Delete:** User can able to select checkbox and delete the same record if require.
  - **Save OR Cancel:** By entered values, user will able to either SAVE or CANCEL details to database.

  - **Total Seats View:** The screen shows TOTAL entered seats details. [Refer seat # 10]
  - **Select & Delete:** By selecting check boxes user can DELETE selected seat/s of record.

Note:

- The organizer will able to SET chart area by entered different require fields values in FIX CHART region.
- **Organizer will not able to DRAG and DROP seating chart area in FIX region.**
- When organizer will enter values of CHART AREAS then the CHART area will be created as same and reflected beside the area. When user will SUBMIT then ADMIN will able to see the same, After APPROVE by admin it will reflect in the core area part to view and access by Attendees.

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OBJECTIVE

Seat Reservation by Organizer (Free Ticket): Organizer will have option to RESERVE and BOOK seats from created charts. Organizer will Book/Reserve seats by entered details as below:

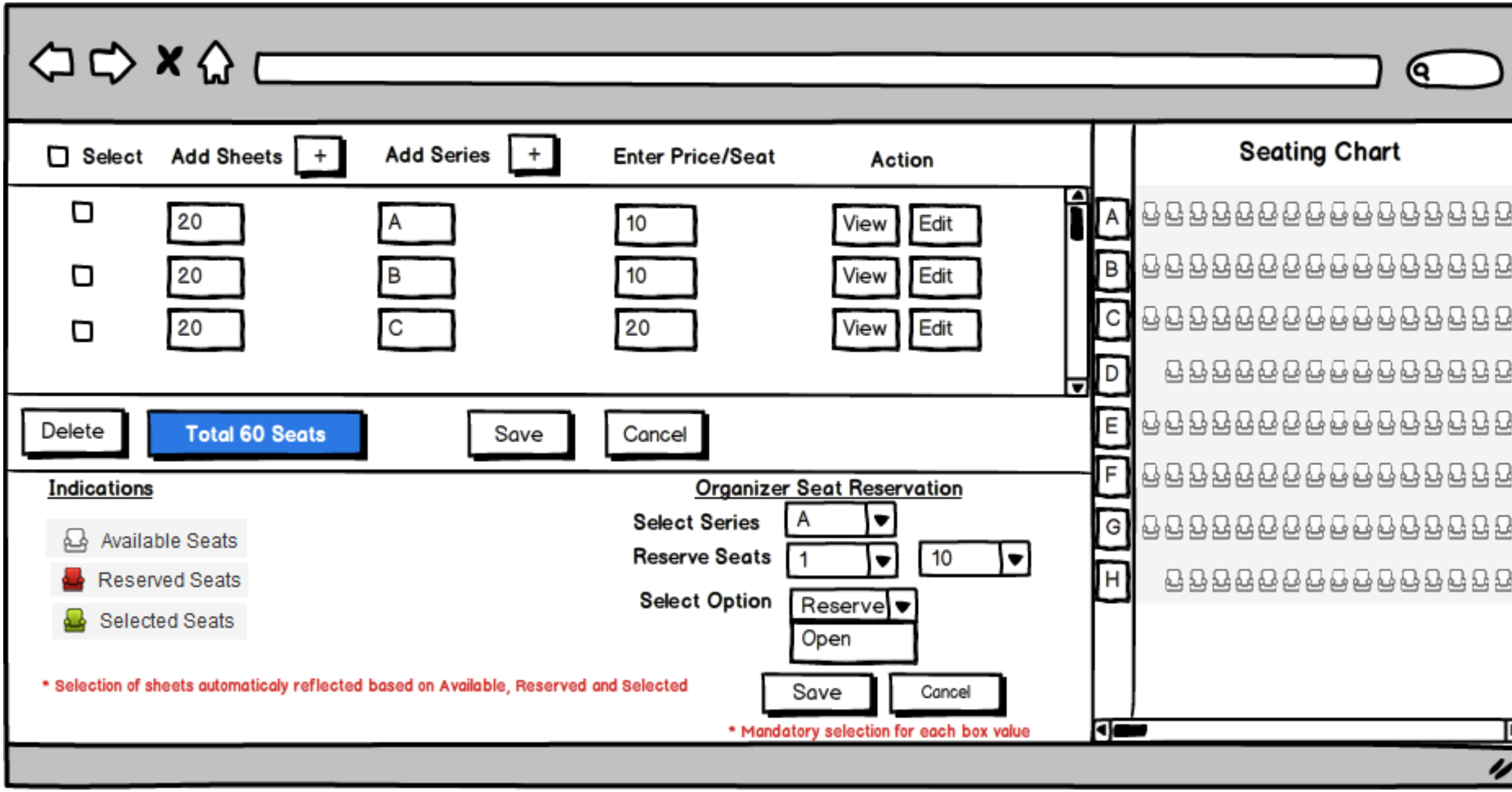
1. **Select Series:** [Select Dropdown] [A,B,C etc]
2. **Reserve Seats:** [Dropdown] [1] - [Dropdown] [11]
   [**Note:** User can have option to select seats only if he has selected SERIES first.]
   [**Note:** If user will select those seats which are already booked if in case]

1. **Select Option:** [Dropdown] [**Note:** This dropdown will have TWO options as **Reserved** or **Open** to select.
   - **Reserved:** If organizer will select **RESERVED** and SAVE option from the dropdown then the SEATS as per selection would be reserved and display as reserved in the attendee application. Means the attendee will NOT able to buy the tickets for that.
   - **OPEN:** If organizer will select option as **OPEN** and SAVE then all the reserved seats will be available to buy for attendees in the application. [**NOTE:** Organizer will able to reserve seats for FREE of charge and will not have to pay any for this]

5. **Save and Cancel:** Organizer will able to either SAVE or CANCEL details to the system. When organizer will click on SAVE button then the selected all seats under the specific TYPE will be freeze OR display as RESERVED in the live application system so the attendee will get idea as the seats are reserved.

OBJECTIVE

Setup Chart by Organizer



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OBJECTIVE

MOST IMPORTANT POINTS SUGGESTED BY CLIENT

- Duplicate event option with edit (to simplify recurring events) also "recurring" check box to set the same event at different times/dates
- Save seating charts and edit (for future use)
- Save ticket prices (for future use)
- When creating event ORGANIZER can scroll down selecting previously saved seating chart and tickets or event details

Vrinsoft Suggestions:

1. Organizer will CREATE SEATING CHART first by entered values in different fields.
2. Once the chart will created then SUBMIT to the ADMIN to make it LIVE.
3. Admin will MAKE IT LIVE and viewable to the ATTENDEE. After LIVE the chart if require then the organizer will able to make EDIT in different field details and again submit to ADMIN to make it live.

IMPORTANT THING IS THAT IF THE ORGANIZER WILL EDIT CHART FIELD VALUES AND SAVE IT THEN THE NEW CHART COPY WILL BE GENERATED WHICH CAN BE SAVED AND SUBMIT BY THE ORGANIZER TO ADMIN TO MAKE IT LIVE. THE PREVIOUS COPY OF CHART WOULD BE ALSO SAVE TO THE DATABASE AS COPY OF THE FIRST CHART.

OBJECTIVE

2. Add & Manage Tickets: Add details for tickets as below: [Add/Edit/Delete]

- **Ticket Name:** Enter Ticket Name
- **Total Seats:** Enter Seats
- **Currency:** Select Currency [Multiple]
- **Descriptions:** Enter Description
- **Availability:** Select Date & Time [For availability Starting and Ending Time. Multiple Times and Multiple Dates]
- **Order Limits:** [Minimum] [Maximum]
- **Preview:** Click and View Preview
- **Save & Cancel:** By clicking on SAVE or CANCEL button the organizer will either SAVE or CANCEL the tickets details to submit.

Note: The above ticket details will be visible to the ATTENDEE MOBILE APPLICATION before to book tickets. See the Attendee Application so can have clear idea.

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OBJECTIVE

- **Category Selection:** This would be the dropdown menu will allow user to select EVENT category. [Note: Category should be like SPORTS, EDUCATION, MUSIC, DANCE etc]

- **Privacy**
    - **Private:** Section radio button (Question: Provide Your Explanation as per our discussion)
    - **Public:** Section radio button (Question: Provide Your Explanation as per our discussion)

- **CONTINUE:** User can click on CONTINUE button after enter all require details to the form then redirect to the DESIGN page OR Step 2 of the registrations process.

Note: See the REGISTRATION STEP 2 FLOW of the application in next PPT…

Continue…

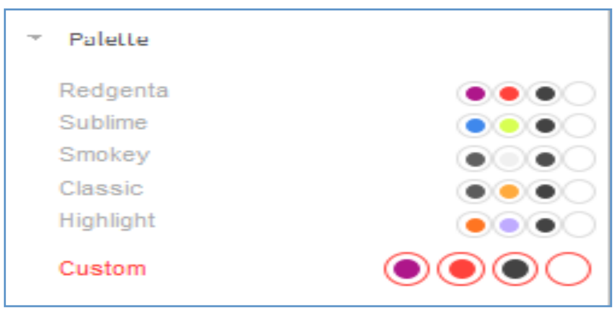
OBJECTIVE

Step 2: Design Page (Event Registration Step 2)

Design Page: When user will complete event registrations and click on CONTINUE button from the footer of the page then come to this page where the user can set design and layout by selecting and setting parameters as below:

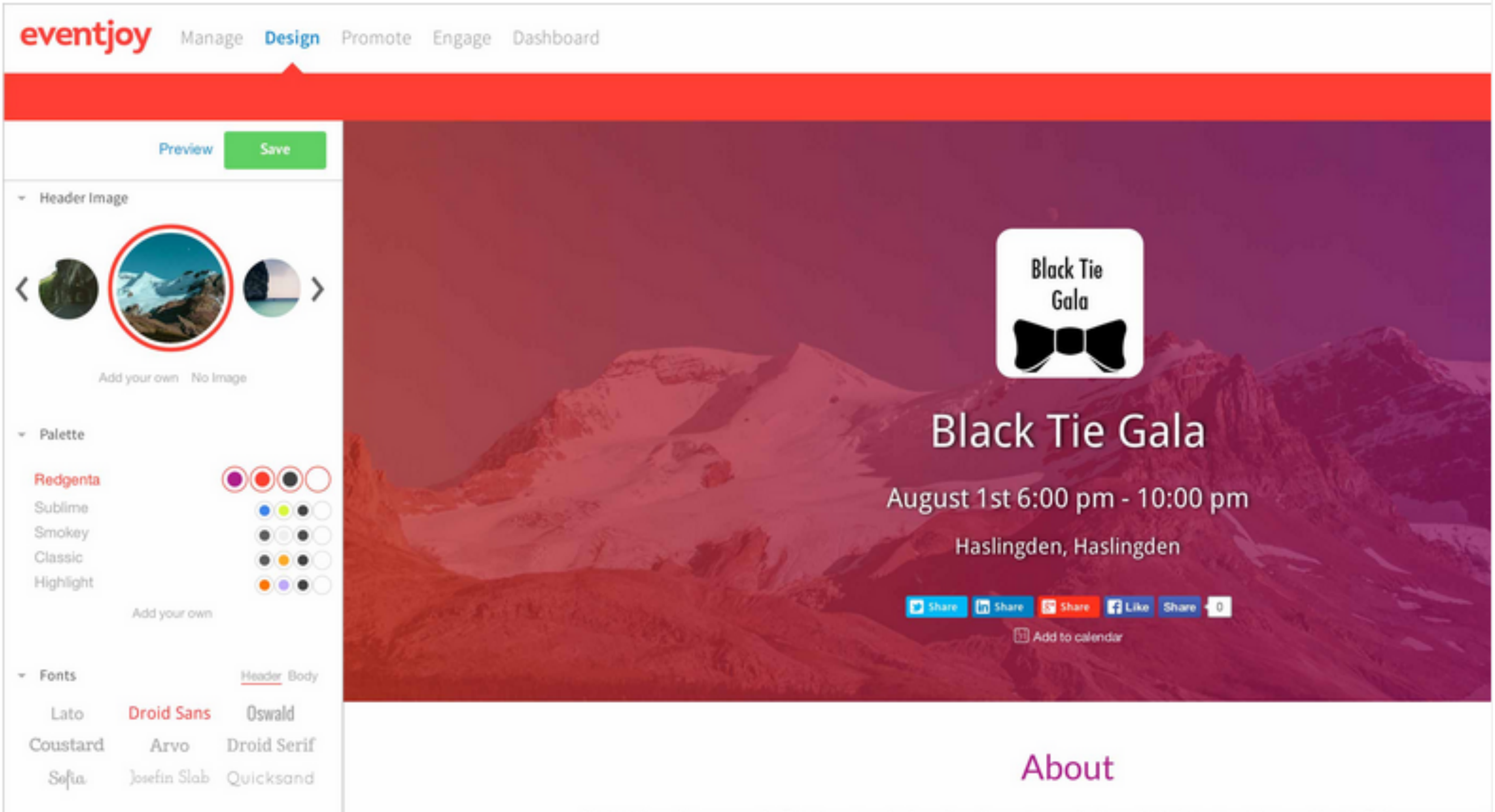
1. **Header Image:**
   1. **Set Image:** User can Add/Remove/Change image and set to the background.
   2. **No Image:** By clicking on this option user can remove any image to place in background.

2. **Palette:**
   1. **Set Palette Color:** User can change PALETTE color by selecting from options.
   2. **Custom Color:** This option allow user to set CUSTOM COLOR. [see the example below]



3. **Fonts:** User can change FONTS style by selecting this option. The Event related fonts will be changed by selecting specific fonts from this section.

OBJECTIVE



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OBJECTIVE

Dashboard Screen

OBJECTIVE

Event Dashboard

- **From the EVENT DASHBOARD organizer will able to VIEW and MANAGE details as below:**
  - **Activity Feeds:** See a live feed of the latest activity around your event. *This includes: (Example: 1 attendee buy a ticket, 1 staff reserve tickets etc)*
  - **Event Metrics:** This show metrics like Revenue, Tickets Sold and Page Views of each organizer events. See a live feed of the latest activity around your own event. This includes:
    - Revenue
    - Tickets Sold
    - Page Views
    - Checked In Percentage Attendees
  - **Top Ticket Sales:**
    - Quickly see Top selling tickets
    - % of Ticket display (Know what percentage of those tickets were sold)

Continue...

OBJECTIVE

Event Dashboard

- **Attendee Lists:**
  - **With Chart:** A searchable list of event's attendees. Organiser can able to view details about each attendee as well as information about their orders.
  - **No Chart:** If no seating chart available then the organizer will see ATTENDEE details as below:
    - View Selected Ticket Type
    - View Total Purchase Tickets (Number of tickets)
    - View Paid Amount
    - Attendee Profile details
- **Check in Attendees**: Check In attendees to check them in or out of created event. (i.e. Manual Tickets Check In by Organizer and save to the database based on attendee provided unique ID based on purchase ticket of the event)
- **Scan Tickets:**
  - **iPhone Camera:** iPhone Camera Scanning
  - **Hardware Devices Scanner:** Use the integrated QR code scanner to quickly scan tickets. This is great to prevent duplicate tickets from being used. (Beta Phase Development)
- **Works Offline:** Check in attendees and scan tickets even if the device is offline. It'll sync with client servers once connectivity is restored. (Exam: Offline Database Scanning by organizer means when the event will start then the database of event should be store in the phone so when the internet is not working at the same time the devices identify the attendee list. When the time of ticket scanning in offline mode each mobile application user must have Bluetooth connection and the device will identify the same ticket number if that already scanned so the organizer can have clear idea at the time of scanning ticket.)

- **Resend Invoice/Tickets to one or Multiple attendee:** This section allow organizer to VIEW all created events TICKETS/INVOICES which has been sold out to each attendees. If organizer want to RESEND the same TICKETS/INVOICES to the same attendee or buyer then he can RESEND it.
  Note: Syncs with Multiple Devices: Use the app on multiple devices to speed up check in. The data will be synced in real-time with other devices.

OBJECTIVE

Communicate

OBJECTIVE

Communicate Via Email with Attendees (for paying organizers only)

- **Write Message:**
  - This section allow organizer to WRITE email to all attendees of the created event.
  - Organizer will enter details in to the message area and send to all attendees for the next schedule event.

- **Preview Email:** Organizer will click and PREVIEW the messages as send before to application different users.

- **Sent Message:**
  - **View Listings:** Organizer will able to VIEW listings of messages which has been SENT.
  - **View Details:** Organizer will able to VIEW details for each sent message by clicking on any one from list.

Note: This option is granted by admin for organizers **(for paying organizers only)** ..: other organizers cannot see contact info of attendees or communicate with them

OBJECTIVE

Promote

OBJECTIVE

Dashboard: Promote

1. The organizer will able to CREATE and MANAGE (View/Delete) promoters (Link) for the each specific event from the PROMOTE section.
   - **Select Event:** User will select EVENT first.
   - **Add Promoter:** When user will click on the ADD PROMOTER button then the new link for the specific event will be generated.
   - **Search Promoters:** There is a SEARCH PROMOTER option at the top of this screen which allow organizer to search event by entered keyword or link.
   - **Delete Promoter:** Organizer will able to DELETE link from the available lists.

OBJECTIVE

MANAGE

OBJECTIVE

Dashboard: Manage Event Details

- **Event Info:** By clicking on this option user will redirect to the event listing page where see the info and able to VIEW the created event (Current Event) details and EDIT details if required.

  Note: All previously entered events details (Not completed till now) can be managed by organizer from this section.

OBJECTIVE

My Account

OBJECTIVE

My Account

- When user will take login and come to his/her account then able to VIEW and MANAGE activities as below:
  - **Message:** View/Write/Send/Delete Messages (Only for premium organizer)
  - **Notification:** View lists of notifications received when any attendee will buy tickets, Click and redirect to the detail page of the selected notification from the lists and view.
  - **View Account:** This section allow user to view options as below:
    - **My Profile:** By clicking on this option pop-up window will open where organizer will see his/her profile details and change password. [See the next example screen in PPT]
    - **View My Reserve Tickets:** This section will display details for all reserve tickets as below:
      - View Ticket Type
      - View Ticket Price
      - View Seat Numbers (From to To)
    - **Self Help:** By clicking on this option the page will open where organizer will manage details. [See the next example screen in PPT]
    - **Manage Manual Tickets:** This section allow organizer to enter and manage details manually for customers or buyers tickets.
    - **Logout:** By clicking on this option user will get Sign-out to the application.

OBJECTIVE

View My Account

My Profile

OBJECTIVE

My Profile

- **View Profile Detail:** This section shows PROFILE details of organizer. [**Note:** Organizer will not able to change or edit any profile details. This details can be only edited by ADMINISTRATOR. Organizer can ONLY VIEW PROFILE DETAILS]

- Organizer will only able to change and update their password and Submit.

Note: Organizer will not able to edit any information except password. When password will change by organizer then the automatic notification email will be sent to the administrator with the same password.

OBJECTIVE

View My Account

View My Reserve Tickets

OBJECTIVE

View My Reserve Tickets

- **View My Reserve Tickets:** This section will display details for all reserve tickets as below:
  - View Ticket Type
  - View Ticket Price (Total Price)
  - View Seat Number (From to To) which are reserved

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OBJECTIVE

View My Account

Self Help Page/ FAQ

OBJECTIVE

Self Help Page / FAQ

- **View FAQ:** User can click and redirect and read the details based on their most frequent questions.

- **Submit a request:** There is a option as “Submit a Request” on the page. When user will click on this then redirect to FORM where entered details in different available fields and submit request to the website.

Note: See the next example screens

OBJECTIVE

View My Account

Manage Manual Tickets

OBJECTIVE

Self Help Page / FAQ

This section allow organizer to manage manual tickets details for their customer as below:

1. **Select Ticket Type: [Dropdown Selection]** Note: This dropdown only shows those types which are available to sell tickets manually as per reserved by organizer.
2. Enter Customer Name
3. Customer Email Address
4. Customer Contact Number
5. Enter Price
6. Select Event Type

7. **Submit:** By clicking on this button organizer will SUBMIT details.
8. **Cancel:** By clicking on this button organizer will CNACEL the details.

OBJECTIVE

ADMIN Functionality

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OBJECTIVE

Admin Functionality

1. **Manage Organizer:** Administrator will able to manage (Add/Edit/Save/Delete) different organizers.
   - Image: Browse Image (Optional and not mandatory)
   - Enter Name
   - Enter Email
   - Entre Mobile Number
   - Enter Address
   - Enter City
   - **Organizer Type:** [Dropdown: Normal | Premium]
   - **Save:** By clicking on this button, user can SAVE details to the database
   - **Cancel:** By clicking on this button, user can CANCEL details to save to the database

Note: If ADMIN will assign PREMIUM organizer type then also that users will available to VIEW and ACCESS details as below:

- Premium Organizers can VIEW transferred amounts and amount due for each event
- Ticket RESERVATION can be possible by only PREMIUM Organizers
- Communicate Via Email with Attendees

OBJECTIVE

Admin Functionality

2. Create and Manage Event:

- **Create and Manage Event:** Admin can also manage Events from backend (Add/Edit/Delete). Admin will able to CREATE and MANAGE (Add/Edit/View/Delete) EVENT in ARABIC language also same as Organizer Create and Manage.
- **Create and Manage Event:** Admin can also manage TICKETS for each event from backend (Add/Edit/Delete).
- **Reserve Seats/Unlock Seat:** Admin can able to RESERVE and UNLOCK seats or reserve spots by selecting from total available. [Note: These will be FREE TICKETS to sale on CASH price]
- **Set Event:** Admin can set event as recurring and set DATE & TIME to start and stop selling tickets. This is necessary for multiple times and multiple dates only.

3. View Registered Attendee:

- Admin will able to VIEW attendee lists and manage them (Active / Inactive)
- View all registered attendees lists under each specific organizer

5. View Registered Organizers: View each register organizer details from this section (Profile + Event Created Details)

6. Resend Ticket/Receipt to attendees: From the backend Admin will able to RESEND Ticket/Receipt to attendees via email.

7. View Events: Admin will able to VIEW EVENTS based on Weekly/Monthly/Daily/Total Event

OBJECTIVE

Admin Functionality

7. **Feedback Management:** Admin will VIEW written FEEDBACK by different organizers from this section. [Note: The feedback will NOT display over the website. We are not calculate this feature for APPROVE or REJECT organizer written feedback and PUBLISH on website]

8. **In App Notification (Push Notification):** Create and Send short messages to attendees who are in mobile community, even if the application is not open. Messages are delivered as Push Notification send. View Sent Notification History.

9. **Receive and View Notification**: Admin will RECEIVE & VIEW default notification for Successful Sales through the system for each event

10. **User Role Management**
    - Admin will able to SET rights for **organizer staff users (Temporary Users)** from backend by clicking checkboxes.
        - **Checkbox 1:** SCAN TICKETS, they doesn't see list of names and ticket details.
        - **Checkbox 2:** Reserve / Unreserved Free seats
        - **Checkbox 3:** See available seats

Note: The above options will be selected by admin to give rights to organizer staff users in Mobile Application access. As per tick boxes as above the organizer/staff users will get access in application OR can see each function.

OBJECTIVE

Admin Functionality

11. **Receive Notification for Created Events, View Created Events & Approve or Reject (Event Created by Organizer)**
    - Administrator will RECEIVE notification for different created events by different organizers.
    - Administrator will VIEW all created event with details.
    - Administrator will able to either APPROVE or REJECT created events for any organizer from this section [**Note: Once the created event will APPROVE by ADMINISTRATOR then only it will GO LIVE.]**

13. **Export Excel Sheet:**
    - Admin can export excel file of all sales of events with all data, each customer, time date purchased, payment method, transaction number, ticket number, seat number (if seated)

15. **Currency Setting:**
    - Admin will able to SET two different currency from backend. Based on currency selection the admin will able to view purchase and all transaction details. The Currency should be $ (U.S Dollar & KD (Kuwait dirham))
    - **Default Currency Set:** The currency “**$**” as default set
    - **Set Exchange Rate:** Admin can set exchange rate and both KD as well as have ($) next to it in brackets.

16. **CMS Management:** Administrator will able to manage contents (Add/Edit/Save/Delete) in the website.

OBJECTIVE

Admin Functionality

15. Communicate Via Email with Attendees

- **Write Message:**
  - This section allow Admin to WRITE email to all attendees.
  - Admin will enter details in to the message area and send to all attendees for the next schedule event in advance.
- **Preview Email:** Admin can click and PREVIEW the message before to send to users.

- **Sent Message:**
  - **View Listings:** Admin will able to VIEW listings of messages which has been SENT.
  - **View Details:** Admin will able to VIEW details for each sent message by clicking on any one from the available list.

Note: This option is granted by admin (for paying organizers only) ..: other organizers cannot see contact info of attendees or communicate with them.

16. View Received Payment of Attendees: Admin will see details in this section as below:

- **Event Name:** Rockers the Great
- **Total Tickets/Total Sold Tickets:** 500/250
- **Price Per Ticket:** $10
- **Enter Your Commission:** $2
- **Actual Ticket Price:** $12

Total Received Amount: $2500

My Revenues/Total Revenue: $500

Note: Within each ticket sold the details will refresh and value will be changed of fields: SOLD TICKET, TOTAL REVENEW and RECEIVED AMOUNTS [See the example screen in next PPT]

OBJECTIVE

Admin Functionality

17. View ALL EVENT wise Calculations and Details: The image below shows details of each event wise calculation.

Payments › Events

All Events	Organizer Name	Start Date	End Date	Event Days	Event Status	Available Tickets	Sold Tickets	Org. Price	Admin Price	Received Amount	Admin Revenue	Amount Due OR Enter Manually	Select Date
Event 1	ABC Technolab	20-05-2015	20-05-2015	1	Open	500	**300**	$10	**$12**	$ 3600	$ 360	$ 3000 / Enter Amount	Calendar Date Select
Event 2	ABC Technolab	20-05-2015	23-05-2015	3	Open	500	**300**	$10	**$12**	$ 3600	$ 360	$ 3000 / Enter Amount	Calendar Date Select
Event 3	ABC Technolab	17-05-2015	19-05-2015	2	Closed	500	**500**	$10	**$12**	$ 6000	$ 600	$ 5000 / Enter Amount	Calendar Date Select
Event 4	ABC Technolab	20-05-2015	20-05-2015	1	Open	500	**300**	$10	**$12**	$ 3600	$ 360	$ 3000 / Enter Amount	Calendar Date Select
Event 5	ABC Technolab	22-05-2015	22-05-2015	1	Open	500	**300**	$10	**$12**	$ 3600	$ 360	$ 3000 / Enter Amount	Calendar Date Select

Ticket Breakdown Structure

Sales Revenue	Total Ticket Sold
$ 0.00	300
K Net Machine Sale	**Cash**
$ 200	$ 100

When user will click on any EVENT from the lists above then the "TICKET BREAKDOWN STRUCTURE" will open and shows details as illustrated in window.

OBJECTIVE

Admin Functionality

- The DASHBOARD will have functionality for ADMINISTRATOR to view ALL EVENTS and related details such as below:
  - Event Lists
  - Organizer Name (With Each Created Event)
  - Start & End Date
  - Event Days
  - Event Status
  - Available Tickets
  - Sold Tickets
  - Organizer Price
  - Admin Price
  - Received Current Amounts
  - Admin Revenues
  - Amount Due or Enter Manually
  - Select Date [From Calendar and Enter Amount to due on the same date]

- If user will select any EVENT name from the above available lists then the related event ticket BREAK DOWN STRUCTURE will open with details as below: [As shows in previous image example]
  - Sales Revenue
  - Total Ticket Sold
  - K Net Machine Sale (Online Sales)
  - Cash Sale = Free Tickets

OBJECTIVE

Admin Functionality

- **Calendar View:** Admin will able to ENTER Event Details and Due amount on specific date selection from the calendar. The Calendar will display the same details in pop-up window when the event going to execute on the defined date. So the admin will have the clear idea about to DUE AMOUNT to specific organizer.

Note:

- Administrator will identify the calculations automatically in the payment screen also view the calendar details and got clear details about next DUE or completed event with due amount.

OBJECTIVE

OUT OF SCOPE

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1. We have not count SOCIAL MEDIA Integration in this application as per suggested by client.
2. Refund related functionalities is not consider in this part of scope.
3. Mobile community related functionalities is not clear so not consider as part of this scope.

OBJECTIVE

3rd Party Integration

1. Passbook Integration
2. Stripe + Paypal + KNET Integration
3. Google Analytics Dashboard