

Version	Date	Description
1.0	2.28.2019	Document was created, structure of writing was decided and created
1.1	3.1.2019	Basic functional/non-functional requirements were added
1.2	3.2.2019	Details on functional/non-functional requirements were added
1.3	3.3.2019	Additions were made

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### **Notes:**

#### **1. Shortcuts:**

- a) MH – Must Have
- b) SH – Should Have
- c) NH – Nice to Have

#### **2. What is not included in the project:**

- a) Courier delivery
- b) Movies with Russian subtitles

## REQUIREMENTS – IT Ticketing System

*Purpose: The document has been prepared to identify the functional/non-functional requirements of the IT Ticketing System.*

Functional Requirements			
Home Page			
Requirement	Description	Benefit	Importance
“Choose region” window	Before opening the webpage, the list of regions should be opened	Continue with interested region’s events	SH
“Show notifications” window	After choice of region, the window should be opened	Get notification of newly uploaded events	SH
Search box	Graphical element to search and retrieve related information from database about user input	Find desired event quickly	MH
“Basket”	The heading of the link to the liked/saved event(s)	Find saved event(s) quickly	MH
“Sign in”	The heading of the link to the sign in window	Sign in to purchase the ticket(s)	MH
“Flow of events”	Change of the bestseller tickets automatically	See the bestseller tickets in a couple of seconds	SH
“Sequence of events” box	Choices box for the sequence: 1. Trends 2. Alphabetic order 3. Price in ascending order 4. Price in descending order 5. Date in ascending order 6. Date in descending order	Filter the events in specific order	MH
7/24 CSS	Customer Support Service for any kinds of problem(s) via: 1. E-mail 2. Fax number	Problem(s) are solved in the shortest period of time	MH
Online chat	1. Auto answer (if the question has been answered before) 2. Manual answer	Questions are replied faster than “CSS”	MH
FAQ section	Frequently asked questions	Answer(s) for some questions can be found immediately	MH
Ticket Differentiation on Home Page			
Requirement	Description	Benefit	Importance
“All”	The heading of the link that shows the mix of all events and should automatically be opened after “Choose region” window	See all events	MH
“Concert”	The heading of the link to open concerts	See only concerts	MH
“Theatre”	The heading of the link to open	See only theatre events	MH

	theatre events		
“Movie”	The heading of the link to open movies	See only movies	MH
“Kids”	The heading of the link to open movies and cartoons for kids	See only the events for kids	MH
“Sport”	The heading of the link to open sport competitions	See only sport events	MH
“Other”	The heading of the link to open education & exhibition events	See only education & exhibition events	MH
Filter Box	<p>After opening each link, filter box should be seen consisting of:</p> <ol style="list-style-type: none"> <li>1. “Search event” box</li> <li>2. “Choose venue” box</li> <li>3. “Choose date” box</li> <li>4. “Choose price” box</li> </ol> <p>For theatre events and movies 2 more filter box options should be seen:</p> <ol style="list-style-type: none"> <li>1. “Choose genre” box</li> <li>2. “Choose language” box</li> </ol>	Find desired type of event quickly	MH

### Event Appearance

Requirement	Description	Benefit	Importance
Photo	Photo of the event	-	MH
Name	Name of the event	-	MH
Date	Date of the event	Know when to go	MH
Venue	Venue of the event	Know where to go	MH
Price	Price of ticket (cheapest & most expensive)	Know if the event can be afforded	MH
“Bestseller” mark	The mark on right-top of the photo event if the tickets are best sold	Measure the popularity of event	MH
“Discounts” mark	The mark on the right-top of the photo event (under “bestseller” mark if the event is popular) 20 – 40% discounts could be provided (3 times in a year)	Buy ticket(s) by paying less	NH
“New” mark	The mark on the right-top of the photo event if the event is uploaded in less than 31 days	Know which is newly added	MH
“Add to basket”	Add the event to the basket (should be changed to “Purchase” in the basket)	Add the event then continue to discover other events	MH

### Event Appearance after Clicked

Requirement	Description	Benefit	Importance
Photo	Photo of the event	-	MH
Name	Name of the event	-	MH
Venue	Photo of the venue Address of venue on Google Map	Be aware of where and how to go beforehand	MH
Date & Time	When the event take place	Know when to go	MH
Duration	Event duration	Check availability beforehand	MH
Language	Language of the event	Check whether you know the	MH

		language of the event	
Age restriction	From/till what age of people can attend in the event	Know whom can be brought to the event	MH
Links to social medias	Icons of social medias for direct connection to get more information about the event	Have preliminary information about the event	MH
Price	Price of ticket (cheapest & most expensive)	Know if the event can be afforded	MH
“Bestseller” mark	The mark on right-top of the photo event	Measure the popularity of event	MH
“Discount” mark	The mark on the right-top of the photo event (under “bestseller” mark if the event is popular) 20 – 40% discounts could be provided (3 times in a year)	Buy ticket(s) by paying less	NH
“New” mark	The mark on the right-top of the photo event if the event is uploaded in less than 31 days	Know which is newly added	SH
“Select seats”	The link to see the venue (in graphics) to choose the seat When the mouse is on the seat: 1. Show the view of stage from that seat 2. Price for that seat	Choose where to sit beforehand	MH
Subtitles (only for movies)	English subtitles for all foreign movies should be seen	Watch any movie with knowing only one language	MH
<b>Sign in/Sign up</b>			
<b>Requirement</b>	<b>Description</b>	<b>Benefit</b>	<b>Importance</b>
Sign in via social media	Icons of social medias – Facebook, Google (Gmail), Mail.ru	No need to write e-mail/username & password	MH
Sign in via email-password	Box for e-mail/username Box for password	-	SH
“Remember me” box	Box on sign in window for click	No need to write mail/username & password for every sign in	MH
“Forgot password?”	The link to reset the password in case of forgetting	No need to register again	MH
“No account?”	The link to directly open “Sign up” window	-	MH
Sign up via social media	Icons of social medias – Facebook, Google (Gmail), Mail.ru	No need to register manually	MH
Manual sign up	Boxes for: 1. First & Last name 2. Username 3. E-mail 4. Password 5. Password confirmation	-	SH
Authentication message	Message consisting of the link that should be entered by user after sign up	Be authorized user	MH

Purchase/Delivery			
Requirement	Description	Benefit	Importance
Online purchase	Buying tickets from webpage: <ol style="list-style-type: none"> <li>1. Sign in/Sign up</li> <li>2. Click “Add to basket”</li> <li>3. Click “Purchase”</li> <li>4. Select delivery way</li> <li>5. Include bank account information</li> <li>6. Accept Terms/Conditions &amp; Privacy Policy</li> <li>7. Confirm the ticket</li> <li>8. Get online form of ticket via mail/social media</li> </ol>	Save time	MH
Manual purchase	Buying tickets from ticket sales point(s)	Get ticket on hand	MH
Delivery	Delivery of tickets: <ol style="list-style-type: none"> <li>1. Via mail/social media depending on how has been signed up</li> <li>2. Via ticket sales points</li> </ol>	Getting tickets online/manual right after purchasing	MH

Non-Functional Requirements			
Operational			
Requirement	Description	Benefit	Importance
Server	-	Manages access to a centralized resources	MH
Database	Being sure to be accessed all the data are collected	Keep all information organized in the central hub	MH
Cloud	-	Easy, scalable access for users to services	MH
Compatibility/ Mobile optimization	Compatible with any web browser/ 100% mobile optimized	Easily accessed with any web browser	MH
Software for ticket preparation	-	Make online delivery	MH
Mobile Application	Creating mobile app for: <ol style="list-style-type: none"> <li>1. iOS</li> <li>2. Android</li> </ol>	Make the use of system everywhere	NH
Performance			
Requirement	Description	Benefit	Importance
Speed	Interaction between user-system should not exceed 2.0 seconds	Customer satisfaction	MH

Reliability	Satisfactory perform of the task in a specified time and environment	Customer satisfaction	MH
Availability	The system should be available 7/24	Customer satisfaction	MH
Simultaneous usage	1. Supporting 40,000 users per minute 2. Accepting 18,000 ticket orders per minute	Customer satisfaction	MH
<b>Security</b>			
<b>Requirement</b>	<b>Description</b>	<b>Benefit</b>	<b>Importance</b>
User privacy	Cannot be seen by any user what others buy or look	Customer trust	MH
Privacy policy (on Home Page)	The detailed information link about the use of personal data/bank accounts	Customer trust	MH
“Keep entered information?”	Web server cookies – the window should be appeared after the personal information has been entered	Allows the system use and remember the information after user permission	MH
Safeguards	Antiviruses	Allows to keep the system & database safe from viruses, Trojan horses, etc.	MH
DPA	Data Protection Act: 1. Ensure user(s) can only access the data & services that have been properly authorized 2. Detection of intrusions by unauthorized users 3. No any information share of bank accounts during purchase	Protects all data that are used	MH
<b>Cultural/Political</b>			
<b>Requirement</b>	<b>Description</b>	<b>Benefit/Profit</b>	<b>Importance</b>
Language	Language choices – English, Azerbaijani, Russian – for the whole system	Increase in the number of users/increase in monthly income	MH
Mourning days (20 January, Khojaly genocide, 31 March Genocide of Azerbaijanis)	No concert events should be advertised	Social/political respect	MH
<b>Other</b>			
<b>Requirement</b>	<b>Description</b>	<b>Benefit/Profit</b>	<b>Importance</b>
“About us”	Brief information about the system	-	SH
Photo(s) of event(s)	They should be uploaded by the event manager	Prevents to happen the problems between event manager,	MH

		participants & system	
Advertisement placing	Ads of different companies on Home Page	28% of annual income	MH
Promotion	Promotion of the system on: 1. Facebook 2. Instagram 3. Twitter 4. Google's topical search results (provider could be needed)	Grabs more customer attention/Increase in income	MH
Sponsors (on Home Page)	Icons of sponsors – should be described in the end of webpage	Increase in customer trust	SH
Social media accounts	Icons of social media accounts (under icons of sponsors): 1. Facebook 2. Instagram 3. Twitter 4. LinkedIn	Followers on social media/10% of annual income	MH
Refund/Exchange	-	1. No refund/exchange 2 days prior to event 2. 48 hours and more – 22% is charged from the ticket price	MH
Terms/Conditions	1. Trademarks – use of system logo under permission 2. Copyright issues – content, software, and functionalities of the system are protected 3. Permitted use – view/retain the copy of the system functionality (ies) under permission 4. Illegal/unauthorized use of the system - investigation and appropriate legal action should be taken	Uniqueness and privacy of the system is preserved	MH