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| UC Name | Reserve Ticket | |
| Description | The Reserve Ticket Use Case describes the process which will allow a CSA to reserve a ticket for a patron. | |
| Actors | Customer Service Agent (CSA) | |
| Pre-Conditions | A CSA is available.  The TTS is operational.  The CSA is logged in to TTS. | |
| Post-Conditions | A ticket is reserved for a patron.  The selected tickets are no longer available for other patrons. | |
| Triggers | A patron wishes to reserve a ticket. | |
| Flow | | |
|  | Actor | System |
|  | Query seats for a specific event |  |
|  |  | Search for a specific Event. |
|  |  | Return results available seats. |
|  | Select a seat |  |
|  |  | Verify seat is available, and lock selected seat. |
|  | Query for the patron’s information. |  |
|  |  | Search for the patron. |
|  |  | Return results for the searched patron. |
|  | Select the correct patron. |  |
|  |  | Verify selected patron. |
|  |  | Associate locked seat with selected patron. |
|  | | |
| Exceptions | | |
| E1 | **The event does not exist, or cannot be found** | |
| Flow | | |
|  | Actor | System |
|  |  | The system informs the CSA that the event cannot be found. |
|  | The CSA exits the use case. |  |
|  | | |
| E2 | **Tickets for the event are sold out** | |
| Flow | | |
|  | Actor | System |
|  |  | Return result no available seats. |
|  | Exit Use Case |  |
|  | | |
| E3 | **The selected seat is unavailable** | |
| Flow | | |
|  | Actor | System |
|  |  | Return that seat is not available, and return updated list of available seats. |
|  | Exit Use Case |  |
|  | | |
| E4 | **Patron does not exist – Do not create new Patron** | |
| Flow | | |
|  | Actor | System |
|  |  | Return results that patron does not exist. |
|  | Exit Use Case |  |
|  |  | Release lock for selected seat. |
|  | | |
| E5 | **The patron cannot be verified** | |
| Flow | | |
|  | Actor | System |
|  |  | Return that the patron is not valid. |
|  | Exit Use Case. |  |
|  |  | Remove lock for selected seat. |
|  | | |
| Alternate Flow | | |
| A1 | **The event does not exist, or cannot be found** | |
| Flow | | |
|  | Actor | System |
|  |  | The system informs the CSA that the event cannot be found. |
|  | The CSA searches for a different event. (Return to step 2). |  |
|  | | |
| A2 | **Tickets for the event are sold out** | |
| Flow | | |
|  | Actor | System |
|  |  | The system informs the CSA that no seats can be found for the event. |
|  | The CSA searches for a different event (Return to step 2). |  |
|  | | |
| A3 | **The selected seat is unavailable** | |
| Flow | | |
|  | Actor | System |
|  |  | Return that seat is not available, and return updated list of available seats. |
|  | Query again for a different seat (Return to step 4). |  |
|  | | |
| A4 | **Patron does not exist – Create Patron** | |
| Flow | | |
|  | Actor | System |
|  |  | Return results that patron does not exist. |
|  | The CSA enters the use case for Create Patron. |  |
|  | The CSA agent selects the Patron. |  |
|  | | |
| A5 | **The patron cannot be verified** | |
| Flow | | |
|  | Actor | System |
|  |  | Return that the patron is not valid. |
|  | The CSA searches for a different patron (Return to step 6). |  |
|  | | |
| Extension Points | Create Patron | |