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| Term | Definition |
| Book | Payment has been made for a reservation. |
| Booked Seat | A particular seat at an event which is associated with a patron and has been paid for. |
| Customer Service Agent (CSA) | A person who reserves a ticket for the patron and enters information in the machine. |
| Deactivate | Set a record to a state where it will not be returned by a query, but still exists for record keeping. |
| Delete | Permanently remove a record from the database. |
| Event | A purposed meeting for which a venue is used. |
| Event Series | A group of sequenced events, such as a symphony series or a summer concert series. |
| General Admission Ticket | A ticket that is for unreserved seating or assigned seating that does not apply to special accommodations or VIP. |
| Locked Seat | A particular seat for an event which is in the process of being reserved but which the system has not yet been able to associate a patron. |
| Patron | A person who contacts the CSA to book a ticket. |
| Payment Gateway | An e-commerce application service provider that authorizes credit card payments for e-businesses. |
| Reserved Seat | A particular seat at an event which is associated with a patron but has not yet been paid for. |
| Special Accommodation Ticket | A ticket that is for patrons with special accommodation needs. |
| Theater Ticket Database | An application which stores information regarding ticket purchase and patron details. |
| Unlocked Seat | A particular seat at an event which has not been purchased by a patron and is not in the process of being reserved. |
| Venue | A location where an event takes place. |
| VIP Ticket | A ticket that is for patrons with Very Important Person status. |