Version 1.0  
October 24, 2013

# **Software Requirements Specification**

**For**

TReW  
(Ticketmaster Resale Widget)

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1. INTRODUCTION
   1. PURPOSE

The purpose of this Software Requirements Specification (SRS) document is to provide a description of the functionalities of the Ticketmaster Resale Widget (TReW) system. This document shall cover the basic requirements of the Ticketmaster Resale Widget system, uses cases and their intentions. This document shall show early mockup of the User Interface (UI) as well as a prototype of the system integrated with the Ticketmaster website. This SRS document shall also cover the hardware, software, and other technical dependences for the system.

* 1. Document Conventions

This document may contain terminology which readers may be unfamiliar with. See Appendix A (Glossary) for a list of these terms and their definitions. This document shall refer to the Ticketmaster Resale Widget as TReW from here on out.

* 1. Intended Audience and Reading Suggestions

This document is intended for developers, clients and all individuals participating in any manner with the TReW project. Readers interested in a brief overview of the product can read Parts 1 and 2 of the document which give an overview description of the product’s functionality. Readers interested in the detailed requirements and technical aspects should read Parts 3 and 4. Part 5 provides information of the non-technical aspects and external requirements (such as…)

* 1. Project Scope

The TReW system shall provide a platform for users to resell their tickets that they bought from Ticketmaster. It should help users determine a fair market price for their tickets. The system should encourage users to buy tickets for events longer in advance, which in turn would bring more business to Ticketmaster.

* 1. References

SRS example document ( enter some references if we use em…. Like links to algorithm info or whatever)

1. Overall Description
   1. Project Perspective

The TReW system is an add-on widget in the Ticketmaster event page that visually displays to the ticket holder how much their ticket should be sold for. The resale prediction shall be provided from other subsystems: The Recommender and Service modules. TReW system shall communicate with only the Service module which in turn shall determine the recommendation from the Recommender module.

* 1. Product Features

The following list shall offer a brief explanation of the primary features and their functionalities of the TReW system.

1. Overview of Assets
   1. Show overview of the event that the user has ticket(s) for.
   2. Show user history for past sales.
   3. Show current ticket resale trends for event.
2. Recommendation
   1. Recommend resale price at the present time.
   2. Give prediction of price trends with statistics and/or diagrams.
   3. Advise the user on whether to sell the ticket(s) or not.
   4. User Classes and Characteristics

The users of the TReW system are the Ticketmaster users who need to resell their event tickets. The TReW system is meant to provide the user with information to price their event tickets for maximum value while increasing chances for the ticket to sell. The system should be simple and effective.

* 1. Operating Environment

The TReW system shall be a javascript add-on to the Ticketmaster “My Account” page. The system shall be written for browser based applications to be portable across platforms with browser capabilities.

* 1. Design and Implementation Constraints

1. Our team shall not have access to Ticketmaster’s current framework or system.
2. As an add-on, our product has limited display size.
3. The UI should be clean and easy to use, while providing enough information to help users make selling decisions.
   1. User Documentation

The widget will contain an icon that displays a pop-up help message that describes what each value means.

* 1. Assumptions and Dependencies

The system depends on the service module to provide information to the user. The system also depends on the main event webpage itself to collect information from the user to provide to the service module.

1. System Features
   1. Price Recommendation

User can select his/her event from a list of events associated with his/her account. Some overview of the selected event comes up, like event time, location and a seat map. Then the user can select the seat of his/her ticket. The widget will then give a recommend resell price based on the seat and time until event, etc.

* 1. Price Trend

User can select event to see the predicted price trend of resale, so he/she can decide to sell his/her ticket(s) now or wait until a higher price is offered.

1. External Interface Requirements
   1. User Interfaces

The UI should be easy to use. The UI should not require any additional information that is already provided by the user from their account information. The UI shall match the style in accordance with the Ticketmaster website.

* 1. Software Interfaces

The TReW system shall send user’s query to the service module and the service module shall provide needed data for the UI.

* 1. Communications Interfaces

TBD

1. Other Nonfunctional Requirements
   1. Performance Requirements

The whole resale system shall be able to handle the highest peak traffic Ticketmaster receives to date plus 10%. The prediction result and trend diagram shall be displayed within 10% of Ticketmaster’s current load time for the given event page.

* 1. Safety Requirements

The display of the widget must be simple and visually non-intrusive.

* 1. Security Requirements

The user authentication shall be done by the Ticketmaster website. Use of user information shall comply with Ticketmaster’s policies.

* 1. Software Quality Attributes

The TReW system shall be designed to be reusable on future mobile device applications.

1. Appendix
   1. Glossary – to be defined later

Software Requirements Specification (SRS)

User Interface (UI)