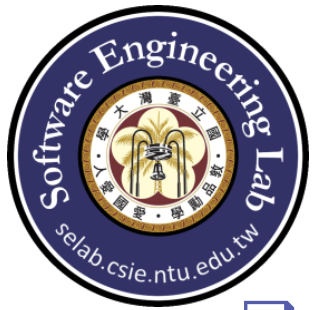


Ticketing System

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Requirement Statements

- ☐ A small theater holds daily performance on Broadway and provides a booking service over the phone for ticket sales.
- ☐ Customers are required to pick up their tickets at the box office two hours prior to the performance or their bookings will be canceled. The most important functions that are required here for this ticketing system are for customers to book tickets and for customer service staffs to assign seats.
- ☐ When a customer makes a call to book tickets, a customer service staff should be able to check for availability and assign seats based on the expected performing date and number of attendees. Reservation number, customer names, phone numbers, dates, seat numbers and number of tickets sold should also be recorded as part of the reservation process.



Requirement Statements

- ☐ When a customer makes a call to cancel the booking, a customer service staff should be able to lookup the order information in question based on its order number to make the cancelation.
- ☐ When a customer arrives at the box office to pick up his/her tickets, a box office staff should be able to lookup the order information, determine that customer's identity, and make a note that the ticket in question has been picked up by its customer.
- ☐ In addition, during the two hours prior to the performance, box office staff members should be able to clear all bookings with no-show.