Group name: PASSIO
Lab time: Friday 8-10am

Milestone #2: Project Description and Requirements (Due Feb 16)

For this milestone, you need to submit a pdf report with the following details of your project:

- **What your project is**
  - Web based event ticketing platform specifically for music concerts/ festivals.
  - For events in the province of BC only.

- **Accessibility**
    - In an ideal world, we would add these features, but they might be a bit beyond the scope of this project at this time.
  - Available in multiple languages?
  - Text to speech features (visually impaired)
  - User is able to indicate if they need accessibility services at the concert.
    - Online form, direct contact with the venue.

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- **A high-level description of what your project will offer. The description needs to adequately detail a summary of what it will do.**
  - EVENT HOST MODE
    - How individuals can host an event
    - Basic overviews:
      - Log in > "create new event" > Add in personal details > Gain approval from website admin > post event> can pay to give it boosted viewing OR get marketed/ advertised
      - Be able to view and edit existing events (cancel, move time, change opener etc).
        - This will be updated for the attendees who already have tickets purchased.
  - EVENT ATTENDEE MODE
    - How fans can get tickets
      - You can only purchase tickets to one event at a time (ie. there is no cart).

- You can purchase multiple tickets for one event at a time.
  - This way the ticket purchasing is fast and streamlined.
- "Adventure ticket" ("surprise me" button)
  - A feature where you select your spending limit, location and time preferences and the website randomly selects you a show to go to.
- Basic overview:
  - Log in > search for events > select events> checkout/ purchase/ payment > payment confirmation > send/ download ticket (QR code?)
  - Be able to view existing events/ purchases.
  - Purchase history
- Get notifications if event is cancelled or any changes that occur to event
- Pre-sale codes/ deals will be provided as they arrive to account holders.
- PASSIO ADMIN MODE
  - The admin approves new venues and events
  - If the admin doesn't approve an event there will be a box to send a message to the host as to why the event or venue wasn't approved.
    - The Host will then need to resubmit the event.

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- **Your user requirements (what will users be able to do with the system),**
  - Types of users: 1. Artists (hosts), 2. Fans (ticket purchasers {both with an account and guest users}), 3. Admin
  - Need to be able to log in
    - The log in will be the same for hosts and users
  - Requirements for HOST
    - Be able to log in
    - Add venue to profile to book shows
      - Buttons for adding, editing and deleting venue
      - Places to enter information about venue
    - Need to be able to indicate the following:
      - City, venue, time (start and relative length), date, cost
      - Artist, genre, openers
    - Host determines ticket price

- Currently the program will be set to have all admission be the same.
  - In future may have different admissions for different seating areas depending on the venue.
- May be able to upload a music sample that can be clicked on by attendee
  - Or simply a link to the artist's page.

- Requirements for ATTENDEES
  - Be able to log in
  - Be able to create an account
  - Profile is modifiable:
    - Can auto populate cells for ease of payment.
    - Can edit information on profile
    - Able to indicate if they have accessibility needs and resources they can contact to make their concert experience enjoyable and stress free.
  - Select tickets based off of any of the items the host uses
    - artist, genre, venue, time, date etc (everything the host can add)
    - Website takes into account attendee location (either self entered OR used with approval)
  - Purchase a ticket
    - Invite friends
      - Gain rewards
    - Rewards system
      - Can be used towards website purchases.
  - Cancel a ticket
    - Cancellation policy
      - Will need to be drafted up.
      - Likely varying refund amounts depending on timeliness of the cancellation.
  - Be able to rate a venue OR concert after it has occurred
  - Get updates if there are changes or cancellations to their event.
- Requirements for ADMIN
  - Be able to approve and decline adding or editing events/venues.
  - Can remove certain users from the system.
  - Message accounts of hosts if there are issues

- **Your functional requirements (what will the system do to support users)**
  - **For Host:**
    - The system provides spaces for all relevant information for an event to be added.
    - The system allows the host to update/ edit/ cancel events as needed.
    - When an event is created, it is given a specific/ unique reference code. This will be used to code tickets purchased as well.
  - **For Attendee (also includes host as an attendee):**
    - The system allows users to search for events based on specified criteria indicated by the host (genre, date, cost etc).
    - The user can view an event before purchasing a ticket to it.
    - The user will be able to purchase a ticket to any event.
    - The system only allows the user to buy tickets to one event at a time.(ie there is no cart).
    - Each ticket will be assigned a specific registration code based off of the event code.
  - **For Admin:**
    - The admin will have a special page for approving or declining venues and events.
    - The approval requests will be in a list. They can click on the name to see more information then approve or decline.
    - Declined events will move to the "declined events list"

- **Your non-functional requirements.**
  - Product Requirements:
    - Purchasing a ticket should be doable in under a minute.
      - Open website > click purchase ticket on an event > checkout.
    - Our goal would be for the system to be usable for all users. This would be achieved through talk to text, voice recognition software and/or otherwise. However in the interest of this project and time constraints, this will be added if time allows.

  - Organizational Requirements:

- Follow all guidelines for online security and protection of user privacy as outlined by:
  - Freedom of Information and Protection of Privacy Act (FIPPA):
    - https://www.bclaws.gov.bc.ca/civix/document/id/complete/statreg/96165_00
  - Personal Information Protection and Electronics Documents Act (PIPA):
    - https://www.bclaws.gov.bc.ca/civix/document/id/complete/statreg/03063_01
- All ticketing will be done virtually to limit paper use/ waste.

- External Requirements:
  - If a user is not willing to share their name and email address when purchasing a ticket, they cannot purchase a ticket.
  - The system must keep confidential information confidential.
    - Includes all user information on file, and any information that is needed to be shared will be approved by the user. (see next point)
  - Any user information that is to be shared for ticket validation etc is to be approved by the user.
    - If a users email, name, ticket number is to be shared with an event for any reason, the user has to approve it.
    - This will likely be a box that is clicked when purchasing the ticket.
  - Our system simply accepts payment and does not have access to users' personal banking accounts.

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- **Your use case diagrams with the proper level of detail describing the specific scenarios. You will need to include your diagram as well as detailed text**
  - See draw.io diagram.
  - Associated user stories are below.

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User stories (Priorities ordered 1, 2, 3,....., where 1 is highest priority)

Table of contents (for user stories):

Title: Create account	**Priority: 1**	**Estimate: 3 days**
User story 1 As a user, I want to create an account, so that I can have a personalized profile and purchase history [Attendee] or host events [Host].		
Acceptance criteria ● Attendee: ○ Attendee clicks "create account", which leads them to the account page. ○ Attendee is able to add in all necessary information on this page: ■ First and last name (needs to match their ID) ■ Birthday ■ Email ■ username ■ Password ■ Payment info (can be done at checkout if preferred) ■ Optional?: genre preferences, location preferences ○ Attendee clicks "Finish creating account" and is redirected to the log in		

page.

- Host:
  - Same information as above
  - But approved hosts have the ability to host events.

Title: Host create event	Priority: 2	Estimate
User story 2 As a host, I want to create an event so that I can view history and analytics and attendees have an access to my event.		

Acceptance criteria
 	
- Host:
  - Host clicks "Create an event", which leads them to the page to enter the details of the event.
  - Hosts can add following information
    - Event date
    - Location
    - Date and time
    - Genre
    - Price
    - Maximum capacity
  - Once the host clicks "Post an event", the event is published and attendees have access to it.
  - The host now can change the details of the corresponding event.
  - The host has access to the analytics of the event.		

Title: Host add venue	Priority: 2	Estimate 4 hours

User story 3

As a host,

I want to add a new venue to my account

so that I can book events at my new venue.

Acceptance criteria

Given that the host has an approved host log in,

- The host will be able to click an "Add Venue" button
- This button will take them to a page where they have to input all the information about the venue in
- Site will ask for
    - Venue name
    - Location
    - Size
    - max capacity
    - Photos
    - Website/social media links
- Once added the user will be able to to click the "Book Event" button and see the venue they just added to their profile.
- There should also be "Edit Venue" and "Delete Venue" buttons. The edit button will allow information to be changed about the venue. The delete button will permanently delete it from the system.

Title: Searching and browsing events	Priority: 3	Estimate: 3 days
User story 4 As an attendee, I want to find an event, so that I can purchase a ticket to attend the event.		
Acceptance criteria ● User can use the search bar to find a specific event based off of event name. ● User can use advanced search to find an event based off of:		

- Artist name
- Venue name
- Event genre
- Preferred date
- Event cost
- User can scroll through events on the search page provided.

Title: Ticket purchase (all users)	Priority: 3	Estimate: 2 days

User story 5

As an attendee,

I want to purchase a ticket,

so that I can attend an event.

Acceptance criteria
- Host or Attendee with an account:
  - User can click on the event they want to attend ("purchase ticket").
  - User confirms their selection.
  - If user has payment information entered, they click "buy now".
  - OR user enters payment information and continues to purchase page.
  - Last page is the "confirm payment" page.
  - User clicks "confirm purchase" on a page where they can view their purchase.
- Guest user:
  - User clicks "purchase ticket" on the event they want to attend.
  - User is prompted to enter their details:
    - First and last name (must match their ID)
    - Birthday
    - Email
  - User then clicks continue button.
  - User is now at the payment information page
    - User enters their payment information
    - Then clicks "continue"
  - User is now at a page that shows all information (event, email, payment information).
    - User can see what they have selected and then clicks "confirm purchase" to finalize the purchase.
- ALL users are then sent to a page that confirms their purchase is complete and

the purchase details.
   ○ User is then prompted to return to the home page.

Title: Host edits event	Priority: 3	Estimate 1 day
User story # 6 As a host, I want to edit an existing, so that I can make sure the event shows all relevant and up to date information for attendees.		

Acceptance criteria
- Host can navigate to existing events linked to their host account.
- Host can easily edit an event with relevant information by clicking "edit" on the event page.
   - Host enters new details.
   - Host leaves a note as to what they changed to notify the admin team.
      - This note is sent to admin to look over the page changes.
- Edited event is then approved by admin.
- Once this is done, the event page is updated with the new information and the event attendees are notified of the change.		

Title:	Priority:	Estimate
User story # TEMPLATE TO BE COPIED As an {}, I want to {}, so that I can {}.		
Acceptance criteria		

User story example:

User Story for Withdrawing Cash

User Story	As a **regular fintech app user**, I want to **withdraw cash** from my bank account using the fintech mobile app, so that I can **easily draw out cash even without using my card**.
Acceptance Criteria	· User can login to the mobile app. · User can enter the desired amount to withdraw. · Desired amount is within the user's current balance. · Accounts are updated concurrently after validation. · Email and in-app confirmation of transactions are sent to the user.