

**Online Movie Ticketing System
Use-Case Specification for
Ticketing Officers**

Date of Issue: [28/01/2008]

Revision Status: **Approved**

Document Control Information

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Document Approver(s): (All Approvers are required. Records of each approver must be maintained.)

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NOTE: All Reviewers in the list are considered Required unless explicitly listed as Optional.

Summary of Changes:

The Document Author is authorized to make the following types of changes to the document without requiring that the document be re-approved:

- Editorial, formatting, and spelling
- Clarification
- Document structure

To request a change to this document, contact the Document Author or Owner. Changes to this document are summarized in the following table in chronological order.

Revision	Date	Created by	Short Description of Changes
0.1	27/01/2008	Selamat	Initial Draft
0.2	28/01/2008	Selamat	Revision

Document Source:

The latest version of this controlled document is stored in [this location].

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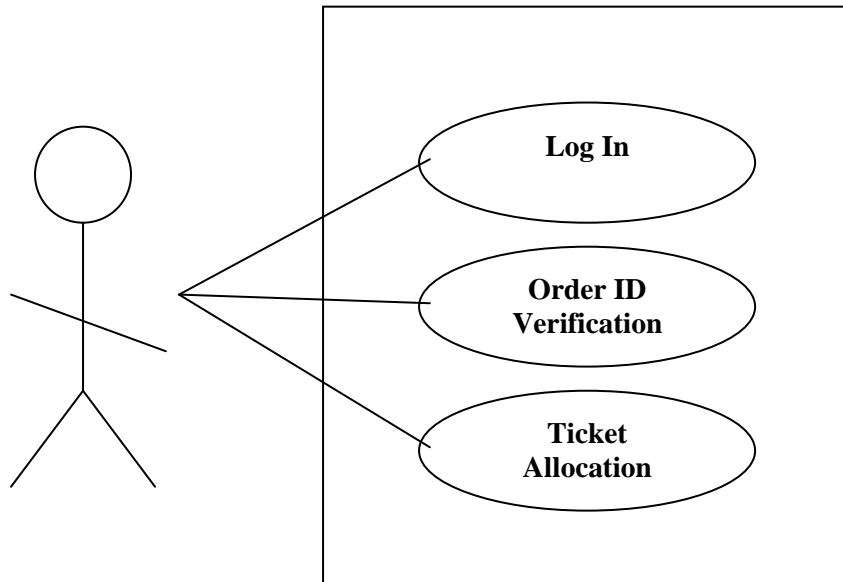
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Use Case: Ticketing Officer

1 Brief Description

This documentation contains the use-cases for the actor, Ticketing Officer, when he interacts with the Online Movie Ticketing System.



Ticket Officer Use Case

2 Use Cases

The following cases are the usage scenarios for the actor Ticket Officer.

- Log in
- Order ID Verification
- Ticket Allocation

2.1 Log In

Use Case Element	Description
Use Case Number	1
Use Case Name	Log In
Description	Ticket Officer logs in to online system
Pre-Condition	Ticket Officer account is created
Post-Condition	Ticket Officer enters system
Trigger	Ticket Officer click on log in button
Basic Flow	<ul style="list-style-type: none"> • Ticket Officer enters userID and password • System authenticates information • If information is correct, system displays logged on successful pop up window. Then it directs to the Ticket Officer main page • If information is incorrect, system displays failed log in pop up window
Alternate Flow	<p>Ticket Officer types in wrong userID or password</p> <p>Ticket Officer forgets userID or password</p>

2.2 Order ID Verification

Use Case Element	Description
Use Case Number	2
Use Case Name	Order ID Verification

Use Case Element	Description
Description	Verify Order ID given by customers at the ticket counter
Pre-condition	Order ID from online ticket booking
Post-condition	Ticket Officer proceed to check if payment has been made
Trigger	Customer approach Ticket Officer with an Order ID
Basic Flow	<ul style="list-style-type: none"> • Customer approach Ticket Officer to collect ticket(s) booked online • Ticket Officer ask for Order ID • Customer gives Order ID to Ticket Officer • Ticket Officer enters Order ID into system
Alternate Flow	Ticket Officer types in wrong Order ID Customer gives invalid Order ID

2.3 Ticket Allocation

Use Case Element	Description
Use Case Number	3
Use Case Name	Ticket Allocation
Description	Ticket Officer allocate tickets to customer
Pre-condition	Valid Order ID
Post-condition	Ticket Office issue tickets to customer
Trigger	Order ID keyed in by Ticket Officer is valid
Basic Flow	<ul style="list-style-type: none"> • Ticket Officer enters Order ID into system • System shows the status of the ticket : <i>paid, booked, collected, cancelled</i> <ul style="list-style-type: none"> ○ Paid: Customer has paid for the tickets online using credit card ○ Booked: Customer has not yet paid

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	<ul style="list-style-type: none">○ Collected: Ticket has been collected○ Cancelled: Booking of seat has been cancelled• Ticket Officer prints tickets and hands them to the customer
Alternate Flow	Customer has to purchase manually Ticket has been collected earlier