

## 4. ACTION → FEATURE MAPPING TABLE

| #  | USER ACTION             | TRIGGER          | DESTINATION        | SYSTEM REACTION    |
|----|-------------------------|------------------|--------------------|--------------------|
| 1  | Clicks Sign Up          | Button click     | Registration       | Display form       |
| 2  | Enters Email/Submit     | Form submit      | Email Verify       | Generate token     |
| 3  | Clicks Verify Link      | Link click       | Activation         | Mark verified      |
| 4  | Enters Login Creds      | Form submit      | Authentication     | Create session     |
| 5  | Selects Remember Device | Checkbox         | Device Manager     | Store fingerprint  |
| 6  | Searches Event Name     | Search input     | Search Index       | Return results     |
| 7  | Filters by City         | Filter selection | Venue Manager      | Apply filter       |
| 8  | Selects Event Poster    | Card click       | Event Details      | Load details       |
| 9  | Clicks Show Time        | Time selection   | Seat Layout        | Load grid          |
| 10 | Clicks Seat             | Seat click       | Seat Lock          | Lock, add cart     |
| 11 | Clicks Add to Cart      | Button click     | Shopping Cart      | Store selection    |
| 12 | Clicks Checkout         | Button click     | Payment Pipeline   | Calculate total    |
| 13 | Enters Coupon Code      | Apply click      | Coupon Validator   | Calculate discount |
| 14 | Selects Credit Card     | Method selection | Payment Router     | Display form       |
| 15 | Enters Card Details     | Form submit      | Card Validator     | Validate, encrypt  |
| 16 | Payment Processing      | API call         | Payment Processor  | Process charge     |
| 17 | Payment Successful      | Success event    | Booking Confirm    | Create booking     |
| 18 | Payment Fails           | Failure event    | Retry Logic        | Display error      |
| 19 | Generates Ticket        | Booking confirm  | Ticket Generator   | Create PDF         |
| 20 | Sends Confirmation      | Booking create   | Email Service      | Send ticket        |
| 21 | Receives SMS            | Booking event    | SMS Gateway        | Send link          |
| 22 | Clicks Change Seats     | Button click     | Modification       | Release locks      |
| 23 | Initiates Cancel        | Cancel click     | Policy Checker     | Calculate refund   |
| 24 | Confirms Cancel         | Confirmation     | Refund Processor   | Process refund     |
| 25 | Requests Reminder       | Remind click     | Reminder Scheduler | Schedule reminder  |

| #  | USER ACTION        | TRIGGER          | DESTINATION           | SYSTEM REACTION  |
|----|--------------------|------------------|-----------------------|------------------|
| 26 | Views My Bookings  | Menu click       | Booking Query         | Display bookings |
| 27 | Downloads Ticket   | Download click   | Ticket Storage        | Serve PDF        |
| 28 | Transfers Ticket   | Transfer click   | Ticket Transfer       | Send link        |
| 29 | Publishes Event    | Submit event     | Event Manager         | Store data       |
| 30 | Uploads Seats      | CSV upload       | Venue Config          | Parse, create    |
| 31 | Detects Suspicious | Fraud score      | Fraud Queue           | Flag transaction |
| 32 | Reviews Flagged    | Approval/reject  | Payment Release       | Release/refund   |
| 33 | Daily Job Runs     | Cron trigger     | Analytics Service     | Generate reports |
| 34 | Session Expires    | Inactivity timer | Session Invalidiation | Clear token      |