3. Missing Feature Identification

This section identifies critical system features that are typically invisible to end users but are essential for reliability, accessibility, scalability, security, and business sustainability. These features are intentionally excluded from the visible functional decomposition to highlight gaps that commonly exist in surface-level product analysis. Each feature is mapped to the same five-layer functional model used in the decomposition tree.

Feature 1: Seat Layout Rotation and Accessibility View

Why it is overlooked: Seat layouts are usually treated as static visual grids with no alternate representations.
Why it is necessary: Accessibility-friendly views are required for wheelchair users, elderly users, and visually impaired users to make informed seating decisions.
Layer: Level 3 – Detailed Functions (Accessibility Views)

Feature 2: Abandoned Cart Recovery Mechanism

Why it is overlooked: Abandoned carts are often considered an analytics concern rather than a functional requirement.
Why it is necessary: A large percentage of bookings are abandoned before payment, and recovery mechanisms significantly improve revenue and seat utilization.
Layer: Level 2 – Sub-Functions (Cart Persistence)

Feature 3: Partial Group Booking (Split Preferences)

Why it is overlooked: Booking flows usually assume a single unified group preference.
Why it is necessary: Groups often have mixed seat preferences, and partial booking prevents loss of the entire transaction.
Layer: Level 4 – Micro-Components (Group Management Logic)

Feature 4: Dynamic Pricing Transparency

Why it is overlooked: Pricing logic is often treated as backend-only computation.
Why it is necessary: Transparency builds user trust and ensures compliance with consumer protection

regulations.
Layer: Level 3 – Detailed Functions (Price Breakdown)

Feature 5: Ticket Transfer and Gifting

Why it is overlooked: Post-booking behavior is frequently deprioritized.
Why it is necessary: Ticket transfers increase platform utility and unlock secondary engagement without resale abuse.
Layer: Level 2 – Sub-Functions (Ticket Transfer)

Feature 6: Event Comparison View

Why it is overlooked: Events are usually presented in isolation.
Why it is necessary: Users benefit from comparing timings, venues, and prices across similar events before committing.
Layer: Level 3 – Detailed Functions (Comparison Tools)

Feature 7: Biometric Authentication

Why it is overlooked: Email and password authentication is considered sufficient by default.
Why it is necessary: Biometric authentication significantly improves security and usability on mobile devices.
Layer: Level 4 – Micro-Components (Biometric Verification)

Feature 8: Real-Time Inventory Redistribution

Why it is overlooked: Venues are treated as independent inventory pools.
Why it is necessary: Redistribution prevents artificial sell-outs when inventory is unevenly allocated across shows or sections.
Layer: Level 1 – Primary Buckets (Quota Redistribution)

Feature 9: Accessibility Compliance Reporting

Why it is overlooked: Compliance is often handled outside the product experience.
Why it is necessary: Regulatory requirements such as WCAG 2.1 demand measurable accessibility compliance.
Layer: Level 5 – System-Only Logic (Compliance Monitoring)

Feature 10: Pre-Booking Accessibility Questionnaire

Why it is overlooked: Immediate booking flows are prioritized over preference collection.

Why it is necessary: Collecting accessibility needs early prevents booking failures and last-minute accommodations.

Layer: Level 3 – Detailed Functions (Preference Collection)

Feature 11: Fraud Detection Dashboard

Why it is overlooked: Fraud systems are typically hidden from operational visibility.

Why it is necessary: Real-time dashboards allow administrators to intervene before financial or reputational damage occurs.

Layer: Level 5 – System-Only Logic (Fraud Monitoring)

Feature 12: Multi-Language and Regional Support

Why it is overlooked: English is often assumed as the default language.

Why it is necessary: Regional language support is critical in multi-lingual markets and directly impacts adoption.

Layer: Level 2 – Sub-Functions (Language Support)

Feature 13: Booking Analytics for Users

Why it is overlooked: Analytics are commonly restricted to administrative use.

Why it is necessary: Providing users with booking history insights improves engagement and retention.

Layer: Level 3 – Detailed Functions (Personal Analytics)

Feature 14: Contingency Seating Plans

Why it is overlooked: Systems assume ideal operational conditions.

Why it is necessary: Equipment failure or venue constraints require rapid reassignment without canceling bookings.

Layer: Level 4 – Micro-Components (Alternate Seating Logic)

Feature 15: Performance Metrics and SLA Monitoring

Why it is overlooked: Performance monitoring is treated as a purely operational concern.

Why it is necessary: Public-facing systems require measurable reliability to maintain user trust.

Layer: Level 5 – System-Only Logic (Status Monitoring)

Feature 16: Subscription and Membership Tiers

Why it is overlooked: Ticket purchases are assumed to be transactional and one-off.

Why it is necessary: Membership tiers enable recurring revenue and preferential booking experiences.

Layer: Level 2 – Sub-Functions (Membership Management)

Feature 17: Corporate and Bulk Booking Portal

Why it is overlooked: Systems are designed primarily for individual users.

Why it is necessary: Corporate bookings represent high-volume, high-value transactions with distinct requirements.

Layer: Level 1 – Primary Buckets (B2B Booking Pipeline)

Feature 18: Historical Analytics and Trend Detection

Why it is overlooked: Systems focus on current availability rather than historical insight.

Why it is necessary: Trend analysis informs strategic pricing, scheduling, and demand forecasting.

Layer: Level 5 – System-Only Logic (Trend Analysis)