

Testing checklist: event ticketing platform

Source: <https://howtotestaproduct.com/how-to-test/ticketing-platform/>

Generated: 2026-10-07. Licence: CC BY 4.0.

☐ 1. release smoke tests

Done when: On the release build before each onsale, with the test queue opened at the scheduled onsale time, buyers join the queue, pick seats on the map, pay and receive scannable tickets.

Risks: outage-under-load. Tool class: browser automation. Usually run by: QA engineer.

☐ 2. end-to-end functional tests

Done when: The first price shown for a seat equals the checkout total with all fees, and a buyer at the ticket limit cannot add one more ticket.

Risks: regulatory-penalty, fraud-abuse. Tool class: browser automation. Usually run by: QA engineer.

☐ 3. penetration testing

Done when: The tester's report states that scripted buyers could not exceed the per-buyer ticket limit across accounts or open another buyer's ticket by changing an order number.

Risks: fraud-abuse, data-breach. Tool class: proxy. Usually run by: security specialist.

☐ 4. compliance checks

Done when: A signed checklist shows total-price display on every price screen and that accessible seats go on sale online at the same time as other seats.

Risks: regulatory-penalty, accessibility-liability. Tool class: test management. Usually run by: product manager.

☐ 5. accessibility testing

Done when: A screen reader user finds and buys a wheelchair space and companion seat during a test onsale without help.

Risks: accessibility-liability. Tool class: accessibility checker. Usually run by: accessibility specialist.

☐ 6. security scanning

Done when: The scan report for the site, apps and ticket API lists no open high-severity finding on the ticket transfer links or barcode endpoints.

Risks: data-breach. Tool class: DAST scanner. Usually run by: security specialist.

☐ 7. performance and load testing

Done when: With a simulated onsale crowd larger than the biggest past onsale, the queue keeps admitting buyers and no seat is sold twice.

Risks: outage-under-load. Tool class: load generator. Usually run by: QA engineer.

☐ 8. resilience and failure testing

Done when: When one seat-map server is shut down mid-onsale, buyers in the queue keep their place and held seats stay held.

Risks: outage-under-load. Tool class: chaos tool. Usually run by: developer.