

User Scenarios

Scenario 1: Use Case – Select Theater

The scenario begins when a User visits the AcmePlexApp and selects the theater they would like to visit. The AcmePlexApp gives options for the different theaters the User can select. When the User selects the theater, AcmePlexApp displays the movies and showtimes at that theater.

Scenario 2: Use Case – Search for Movie

The scenario begins when a User visits the AcmePlexApp and searches for the movie they would like to see. The AcmePlexApp gives options for the different movies the User can select, or the User can type in the movie they are looking for. When the User selects the movie, AcmePlexApp prompts the User to select a theater. When the User selects the theater, AcmePlexApp displays the movie and showtimes at that theater.

Scenario 3: Use Case – View Movie(s) & Showtimes

This scenario begins after a User has selected a theater and is either viewing the list of movies in that theater or a specific movie the User has selected. The AcmePlexApp displays the list of movies with the showtimes or the specific movie the User selected. The User has the option to view the available seats for each showtime.

Scenario 4: Use Case – Purchase Tickets

This scenario begins when a User is purchasing tickets for a movie. The User confirms the movie, theater and showtime that they want to see. Then the User must select available seats and will make a payment. If the payment is accepted, the User will receive tickets and a receipt via email.

Scenario 5: Use Case – Cancel Tickets

This scenario begins when a User cancels their tickets at least 72 hours before the showtime. The User will get a refund from the Bank of 85% of the ticket cost and will receive 15% of the ticket cost in the form of a credit from the AcmePlexApp that can be applied to future ticket purchases for up to one year.

Scenario 6: Use Case – Make Payment

This scenario begins when a User is going through the purchase ticket process and is making a payment. The User is given the option to apply credits from their account to the total cost of the tickets. The User enters their credit card payment information. If the payment is accepted, then the User completes the ticket purchase process, if the payment

is declined the User is re-prompted to enter credit card information or to cancel the ticket purchase.

Registered User Scenarios

Scenario 7: Use Case – Manage Account

This scenario begins when a Register User navigates to the account management page on the AcmePlexApp. The Register User has the option to pay their annual account fee or cancel their subscription.

Scenario 8: Use Case – Register Profile Information

This scenario begins when a User becomes a Registered User. To become a Registered User, the User must enter profile information that will be registered by the AcmePlexApp.

Scenario 9: Use Case – Cancel Tickets (include receive refund)

This scenario begins when a Registered User cancels their tickets at least 72 hours before the showtime. The Register User will receive a full refund of the ticket price.

Scenario 10: Use Case – Receive New Movie Notifications

This scenario begins when a new movie is created by the AcmePlexApp. Registered Users will receive a notification via email of the new movie details.

Scenario 11: Use Case – Early Access to New Movie Ticket Purchases

This scenario begins when a new movie is created by the AcmePlexApp. New movies ticket purchases will only be available to Registered Users for (a week?) after they are created. Registered Users will go through the regular ticket purchase process for the new titles, and Users will only be able to view the movies until they are available.