**Project Design Phase-II**

**Solution Requirements (Functional & Non-functional)**

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| Date | 25 January 2025 |
| Team ID | SWTID1744365286 |
| Project Name | Movie Ticket Booking System |
| Maximum Marks | 4 Marks |

**Functional Requirements:**

Following are the functional requirements of the proposed solution.

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Following are the functional requirements of the proposed movie ticket booking system.

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| **FR No.** | **Functional Requirement (Epic)** | **Sub Requirement (Story / Sub-Task)** |
| FR-1 | User Registration | Registration through Form, Registration through Gmail, Registration through LinkedIn |
| FR-2 | User Confirmation | Confirmation via Email, Confirmation via OTP |
| FR-3 | Movie Selection | Browse Movies by Genre, Language, Rating |
| FR-4 | Seat Selection | Select Available Seats, Show Seat Layout |
| FR-5 | Payment Processing | Payment via Credit/Debit Card, Payment via UPI/Wallets, Apply Discount Coupons |
| FR-6 | Ticket Generation | Generate e-Ticket, Send Ticket via Email/SMS |
| FR-7 | Booking History | View Past Bookings, Download Invoices |
| FR-8 | Cancellation & Refund | Cancel Ticket, Process Refund Based on Policy |
| FR-9 | Admin Panel | Manage Movie Listings, Manage User Bookings, View Revenue Reports |
| FR-10 | Customer Support | AI Chatbot for FAQs, Live Agent Support |

**Non-functional Requirements:**

Following are the non-functional requirements of the proposed solution.

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| **FR No.** | **Non-Functional Requirement** | **Description** |
| NFR-1 | **Usability** | Intuitive UI/UX, Mobile-friendly Interface |
| NFR-2 | **Security** | Secure Payment Gateway, Data Encryption, Role-based Access Control |
| NFR-3 | **Reliability** | 99.9% Uptime, Robust Error Handling |
| NFR-4 | **Performance** | Optimized Response Time, Load Balancing, Caching Mechanisms |
| NFR-5 | **Availability** | Multi-Region Deployment, Failover Mechanisms |
| NFR-6 | **Scalability** | Microservices Architecture, Auto-scaling of Resources |