

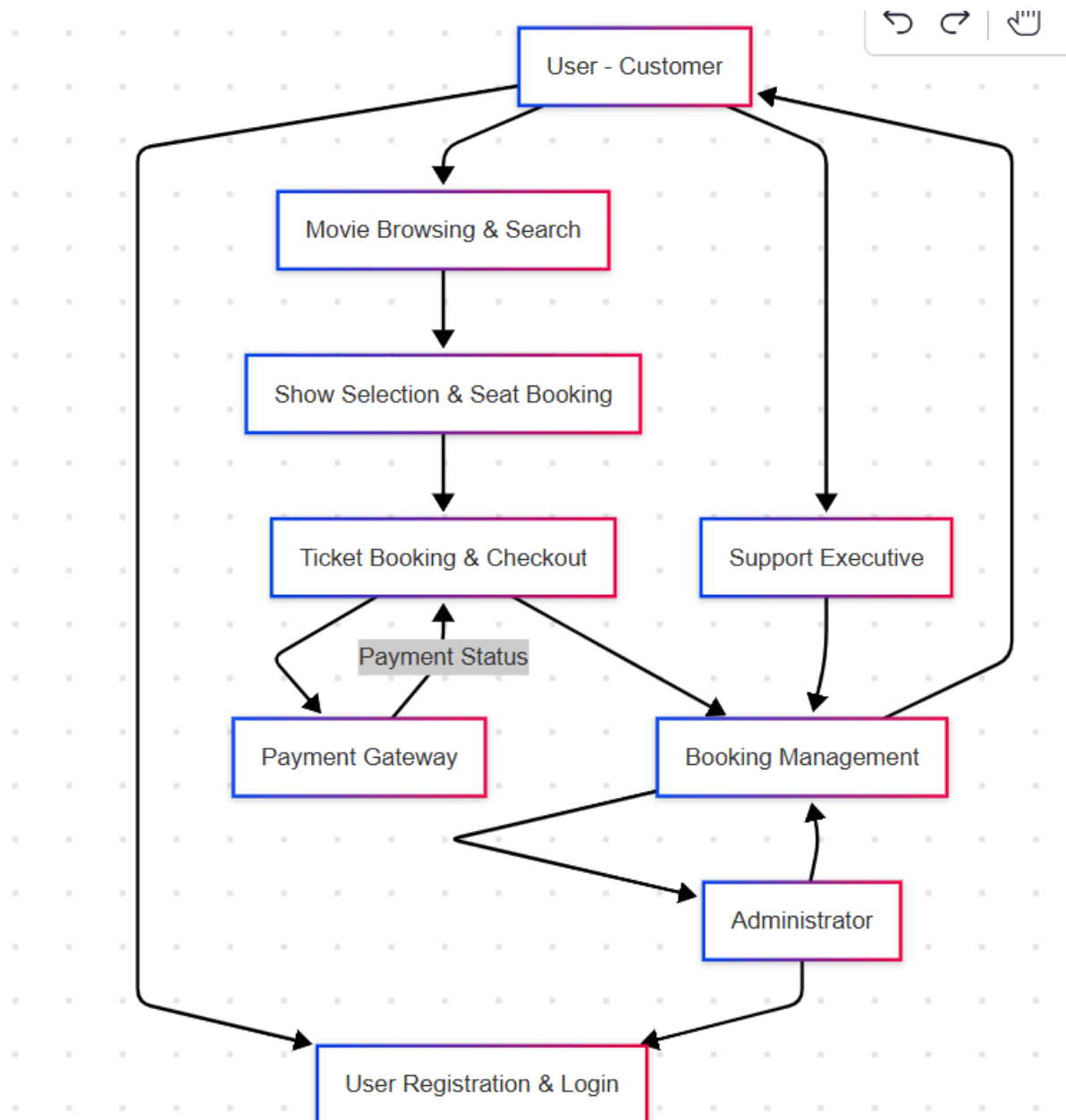
## Project Design Phase-II

### Data Flow Diagram & User Stories

Date	16 April 2025
Team ID	SWTID1744468652
Project Name	i-movies : movie ticket booking system
Maximum Marks	4 Marks

- **User (Customer):** Registers or logs in, searches for movies, selects show timings, books tickets, and makes payments.
- **User Registration & Login:** Handles account creation, secure authentication using JWT, and session management. Communicates user account data to the system backend.
- **Movie Browsing & Search:** Enables users to view currently available movies, search by genre/language, and fetches movie data from the database.
- **Show Selection & Seat Booking:** Users can select a specific movie, show timing, and choose available seats. This data is sent to the backend for processing and seat locking.
- **Ticket Booking & Checkout:** Collects selected show, seats, and user data, initiates payment via the integrated Payment Gateway (like Razorpay), and sends ticket booking info to Booking Management.
- **Booking Management:** Stores ticket details, assigns booking ID, updates seat availability, and sends confirmation to the user.
- **Administrator:** Manages movie listings, updates showtimes, monitors bookings, and resolves user issues from the admin dashboard.
- **Payment Gateway:** Facilitates secure transactions and returns the payment status (success/failure) to confirm the booking.

- **Support Executive (optional module):** Assists users via support chat/ticket, resolves refund queries or booking errors.



## User Stories

User Type	Functional Requirement (Epic)	User Story Number	User Story / Task	Acceptance Criteria	Priority	Release
Customer	Movie Search	USN-5	As a user, I can search for movies by title, genre, or language	Relevant movie results are displayed in real-time	High	Sprint-2
Customer	Show & Seat Selection	USN-6	As a user, I can select a showtime and available seat(s) for a movie	Seat map is interactive and reflects live availability	High	Sprint-2
Customer	Booking & Payment	USN-7	As a user, I can proceed to book and make payment securely	Booking is confirmed and receipt/ticket is generated	High	Sprint-2
Customer	Booking History	USN-8	As a user, I can view my past bookings	Previous bookings with movie, date, and seat details are listed	Medium	Sprint-3
Customer	Ticket Download	USN-9	As a user, I can download or view my e-tickets after successful payment	Ticket shows QR, movie name, seat, date, and time	Medium	Sprint-3
Customer	Support	USN-10	As a user, I can contact support via a form or chat	Ticket/chat is visible to support staff	Medium	Sprint-4
Admin	Movie Management	USN-11	As an admin, I can add/edit/delete	Changes reflect on the platform in real-time	High	Sprint-1

			movies and showtimes			
<b>Admin</b>	Booking Monitoring	USN-12	As an admin, I can view and manage all bookings	Bookings are listed with user info and status	Medium	Sprint-3
<b>Admin</b>	User Management	USN-13	As an admin, I can manage registered user accounts	Admin can ban, reset, or view user activity	Medium	Sprint-3
<b>Support Agent</b>	Support Management	USN-14	As a support agent, I can view and respond to support tickets	Agents can see open tickets, user info, and reply	High	Sprint-4