Box Office Team - Java Interface Requirements – Marketing Team

Introduction: The Box Office Team at Lancaster's Music Hall is responsible for managing ticket sales, seating arrangements, and customer interactions. To ensure that the Box Office team can perform their tasks efficiently and effectively they require timely and accurate data from the Marketing Team such as promotional data, information regarding group bookings and data about film screening schedules.

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1. Data Required from the Marketing Team

1.1 Promotional and Advertising Data

- Real-time updates on upcoming events and promotions.
- Access to 'Friends of Lancaster's' priority ticket reservations and promotional discounts.
- Updates on marketing-driven ticket sales to track promotional effectiveness.

1.2 Group Bookings and Reservations

- Notifications on held seats for group bookings (over 12 people).
- Confirmation of reserved rows for group bookings to avoid double allocation.
- Updates on institutional bookings (schools, colleges, universities) and applied discounts.

1.3 Film Screening Schedules

- Notifications on scheduled films and showtimes.
- Real-time updates on film screening sales and audience engagement.
- Cost tracking for film licenses and ticket sales revenue comparison.

Conclusion: Access to promotional updates, seating allocations and sales insights will enhance customer service and optimize revenue tracking. This streamlined communication ensures a smooth and organized ticketing experience for both staff and customers.