

Operations Feedback (Team 26)

From Marketing Team 27 – nullptr

 Author

 Amaan Ali

 Note

Operations - From Marketing (27)

 Date

February 21, 2025

Feedback of Java Interfaces and Implementations:

1. File: Marketing.java

Clear defined methods for retrieval of venue data

Covers most key functions for seating and time availability

No Data Write Operations:

- Marketing needs to hold seats for Friends of Lancaster and group bookings.
- Solution: Implement `holdSeatsForGroupBooking()` and `reserveSeatsForFriends()`.

No Venue Hold Expiry Handling:

- Holds expire after 28 days, but this isn't implemented.
- Solution: Add `expireVenueHolds()` to auto-release unconfirmed bookings.

2. File: MarketingData.java

Well structured for venue unavailability and seating configurations

Implements good, required methods from marketing java file

Data Modification Methods:

- The Marketing Team requires write access for scheduling films and group bookings.
- Solution: Add methods for inserting/updating bookings (e.g., `addFilmEvent()`, `holdSeatsForGroupBooking()`).

Missing Customer Data Access for Personalized Marketing:

- The marketing team needs customer insights (e.g., `customer_id`, `email`, `loyalty status`).
- Solution: Add a `getCustomerData()` method.

No Integration with Pricing & Discounts:

- The system needs to apply discounts for NHS, military, and group bookings.
- Solution: Implement a method like `applyDiscountsToGroupBooking()`.

3. **File: JDBC.java**

Calls MarketingData methods efficiently

JDBC has correct functionality to connect to database once City DB is fixed

No Parameterized Queries:

- Queries should accept parameters dynamically (e.g., event dates).
- Solution: Implement input-based queries (`filterByDate()`, `filterByEventType()`).

4. **File: SeatingConfiguration.java**

Simple and readable implementation.

Encapsulates seat data properly

No Seat Category Information

- Marketing needs VIP, standard, and wheelchair seat types.
- Solution: Add `seatType` (enum: `VIP`, `STANDARD`, `WHEELCHAIR`).

Feedback of requirements:

V6

≡ Author	Saleh Ullah
📅 Date	@February 15, 2025
≡ Note	Sent to Marketing Team

feedback
by Amaan Ali
group27

To: Marketing Team 27

Dear Team nullptr, we hope your processes are going well.

As part of our ongoing efforts to improve collaboration between the operations team and the marketing team at Lancaster's Music Hall, we are developing a new system that will require seamless integration. To support this, the operations team need to access key marketing-related data and functionalities. Below is a list of features we require access to, and we would appreciate your input to ensure that all necessary elements are captured.

1. Group Booking and Ticket Reservation:



We need access to group bookings that the marketing team handles, particularly for large bookings such as 'Friends of Lancaster's'. This interface should allow us to view which rows or sections are reserved for group bookings and ensure that these seats are appropriately blocked from general sales until the bookings are finalised.

Access-Level: Read-Only

Required Data:

- `groupBookingId` (int): Unique ID for the group booking.
- `eventDate` (String e.g. '2025-04-15'): The date of the group booking.
- `reservedRows` (List<int> or Array of int): Rows reserved for group booking.

→ additional to maybe add:
> booking status

the reserved seating
data should be provided
by operations as we
need to know which
seats are free in order
to reserve

- **reservedSeats** (List<int>/ or Array of Int): Seat numbers reserved for group booking.
- **isComplete** (boolean): Status indicating whether the booking is completed.

2. Film Show Scheduling:

We need visibility into the film screenings that the marketing team schedules into gaps in the venue calendar. The interface should allow us to view when films are scheduled in the Main Hall, ensuring that the room configurations (e.g. seating arrangements for films) are ready on time and do not conflict with other events.

Access-Level: Read-Only

Required Data: All good and happy with



- filmShowId (int): Unique ID for the film show.
- filmTitle (String): Title of the film.
- showDate (String e.g. '2025-04-15'): Date when the film is scheduled.
- startTime (int e.g. 1400 → 2pm): Time when the film starts.
- endTime (int e.g. 1600 → 4pm): Time when the film ends.
- screeningRoom (String e.g. C101): The venue room (e.g. Main Hall) where the film will be shown.
- seatingConfiguration (String): Seating configuration required for the film.

3. Priority Access for 'Friends of Lancaster's':

We require access to seating allocations reserved for the "Friends of Lancaster's" group. The interface should allow us to monitor the priority seating and booking windows, ensuring that the best seats are held appropriately until the designated sale period ends, and that these seats are correctly released afterward (1 week post ticket publishing).

Access-Level: Read-Only

Required data:



> ensures operations can track priority seat allocations

- prioritySeatId (int): Unique ID for the reserved seat.
- reservedBy (String): Name of the "Friends of Lancaster's" member who reserved the seat.
- seatRow (String): Row where the seat is located.
- seatNumber (int): Seat number that is reserved.
- reservationStartDate (String e.g. '2025-04-15'): Start date of the priority booking window.
- reservationEndDate (String e.g. '2025-04-15'): End date of the priority booking window.

→ maybe have distinctions between the different levels of priority
 - e.g. VIP = 2 weeks
 Friends of Lancaster = 1 week

4. Marketing Event Planning:

Finally, we need access to any events or meetings the marketing team schedules using available venue spaces. The interface should enable us to view room bookings made for meetings or promotional events and ensure that room setups and configurations are arranged accordingly.

Access-Level: Read-Only

happy with this.

Required data:

- marketingEventId (int): Unique ID for the marketing event.
- eventTitle (String): Title of the marketing event.
- eventDate (String e.g. '2025-04-15'): Date of the marketing event.
- startTime (int e.g. 1400 → 2pm): Start time of the marketing event.
- endTime (int 1600 → 4pm): End time of the marketing event.
- roomReserved (String): Name of the room reserved for the event e.g. C101 (meeting room)
- setupRequirements (String): Room configuration requirements for the event (e.g. seating, equipment).



Please let us know if there are any additional details or considerations we should include in the interface to better facilitate collaboration between our teams.

Best regards,

Operations Team 26 - Strivers

Customer: Lancaster's Music Hall