

# Workflow

## Movie Ticket Booking System Workflow

### 1. Customer Interactions:

- **Browse Movies:** Customers browse available movies.
- **View Movie Details:** Customers explore details of a specific movie.
- **View Showtimes:** Customers check available showtimes for movies.
- **Book Ticket:** Customers select a movie, choose a showtime, and book tickets.
- **Cancel Booking:** Customers cancel a previously booked ticket if needed.
- **Issue Refund:** Customers request a refund for canceled bookings.
- **Write Review:** Customers share their feedback by writing reviews for movies.
- **View Reviews:** Customers read reviews written by other users for movies.

### 2. Admin Activities:

- **Manage Movies:** Admins add, modify, or delete movie details in the system.
- **Manage Bookings:** Admins oversee and manage customer bookings, including canceling bookings and issuing refunds.
- **Generate Reports:** Admins generate reports on movie bookings, sales, and other relevant data.
- **Issue Refund:** Admins process refund requests initiated by customers.

## Project Scope: Movie Ticket Booking System

### 1. Overview:

The Movie Ticket Booking System aims to provide a convenient platform for customers to browse, book, and manage movie tickets online. The system also offers administrative functionalities to manage movies, bookings, and generate reports.

### 2. Features:

- **Customer Features:**
  - Browse Movies: Customers can explore the list of available movies.
  - View Movie Details: Customers can view details such as synopsis, director, and genre for each movie.
  - Book Ticket: Customers can select a movie, choose a showtime, and book tickets online.
  - Cancel Booking: Customers can cancel their booked tickets if needed.

- View Showtimes: Customers can check the available showtimes for movies.
- Write Review: Customers can write reviews for movies they have watched.
- View Reviews: Customers can read reviews written by other users for movies.
- **Admin Features:**
  - Manage Movies: Admins can add, edit, or delete movie information in the system.
  - Manage Bookings: Admins can view and manage customer bookings, including canceling bookings and issuing refunds.
  - Generate Reports: Admins can generate reports on movie bookings, sales, and other relevant data.
  - Issue Refund: Admins can process refund requests initiated by customers.

### 3. Actors:

- **Customer:** End-users who browse movies, book tickets, and manage their bookings.
- **Admin:** System administrators who manage movies, bookings, and generate reports.

## Purpose

**Movie Booking System** aims to revolutionize the movie ticket booking experience by making it incredibly simple for users to purchase tickets online. The project focuses on the following key objectives:

### Objectives:

1. **Make it Super Easy:** Create a user-friendly interface that makes the process of buying movie tickets online effortless and intuitive.
2. **Book Anywhere, Anytime:** Enable users to book tickets from anywhere, at any time, whether it's from the comfort of their home or on the go using their mobile devices.
3. **Lots of Options:** Provide users with a wide range of choices, including various movies, theaters, and showtimes, to cater to diverse preferences and schedules.
4. **Know Before You Go:** Offer comprehensive information about movies, including synopses, trailers, ratings, and reviews, to help users make informed decisions before booking.

5. **Connect with Others:** Integrate the booking system with other useful services such as secure payment gateways and user-generated reviews to enhance the overall movie-going experience.
6. **Listen and Improve:** Actively listen to user feedback and continuously improve the booking platform based on their suggestions and needs, striving for ongoing enhancement and optimization.

By achieving these objectives, Easy Booking aims to simplify the movie ticket booking process, provide users with greater convenience and flexibility, and ultimately enhance their overall satisfaction and enjoyment of the movie-going experience.