**Product Requirement Document: Movie Ticket Booking Website**

# 1. Types of Users

1. User  
 - General customers who can browse movies, check showtimes, book tickets, and view their booking history.  
  
2. Theater Manager  
 - Authorized theater representatives who can manage movie listings, set seat availability, view booking statistics, and oversee in-theater ticketing processes.  
  
3. Admin  
 - Responsible for overseeing the platform, managing both user and theater manager accounts, handling disputes, and ensuring data security compliance.

# 2. User Experiences

## For Users

1. Registration and Profile Creation  
 - Users register using email or social media accounts. They can save preferences, favorite theaters, and payment details for a smoother booking experience.  
  
2. Movie Browsing and Seat Selection  
 - Users can browse movies by genre, release date, or popularity. They can view detailed information about each movie, including trailers and ratings, and choose seats based on real-time availability.  
  
3. Ticket Booking and Payment  
 - Users can book tickets by selecting the desired showtime and seat(s) and proceed to a secure payment gateway supporting multiple payment options (credit card, UPI, wallets, etc.).  
  
4. Booking History and Ticket Management  
 - Users can view past bookings, manage current bookings, and retrieve digital tickets or receipts for check-in.  
  
5. Notifications and Reminders  
 - Automated reminders for upcoming shows, special offers, or new movie releases can be sent to users via SMS, email, or push notifications.

## For Theater Managers

1. Registration and Verification  
 - Theater managers register with professional and venue details, which are verified by the admin team to ensure authenticity.  
  
2. Movie and Showtime Management  
 - Managers can add new movies, set showtimes, and configure seat availability. They can also update pricing for special events or peak times.  
  
3. Booking Overview and Reports  
 - Managers can view daily booking stats, track seat occupancy rates, and generate sales reports to monitor theater performance.  
  
4. Customer Service Support  
 - Managers can assist users with booking issues, seat changes, or refunds directly through the platform.

## For Admins

1. User Management  
 - Admins have the authority to approve, suspend, or delete user accounts (users or theater managers) and manage verification status.  
  
2. Content Moderation  
 - Monitor movie listings and theater listings to ensure content is appropriate and aligns with platform standards.  
  
3. Data Security and Compliance  
 - Ensure that the platform complies with data security standards (e.g., PCI DSS for payment security) and manages user permissions appropriately.  
  
4. Reports and Analytics  
 - Access analytics on user growth, ticket sales, and activity levels to track performance metrics.

## 3. Success Metrics

1. User Growth Metrics  
 - Monthly Active Users: Track the number of users who engage with the platform each month.  
 - New Registrations: Monitor the rate of new user and theater manager registrations.  
  
2. Booking Metrics  
 - Conversion Rate: Measure the percentage of users who complete a ticket booking after browsing.  
 - Repeat Booking Rate: Track the percentage of users who book tickets multiple times over a set period.  
  
3. Theater Manager Retention Rate  
 - Measure how often theaters continue to list shows on the platform over time.  
  
4. Churn Rate  
 - Calculate the rate at which users and theater managers leave the platform.