# **CS110P** Introduction to HCI & UI/UX Design • Week 2 Lab Exercise **User Journey Document**

# **Introduction**

This User Journey Document is a detailed record that outlines a user's interactions with a product, service, or website. It includes the user's goals, actions, and thoughts at each step of their engagement. This also serves as your group’s Lab Exercise Output – fill the needed fields in this document with the details from your project.

Red ink includes instructions and templates on areas that you need to fill up. Replace them with black ink when submitting your Lab Exercise output. To get a full 100% for this Lab Exercise, your team must be able to correctly provide a minimum of 5 User Journeys. When in doubt or if you have questions, always consult with your instructor. The rubric for this Lab Exercise will be sent separately.

## Project Details

|  |  |
| --- | --- |
| **Project Name** | Ticketing Bros (E commerce Movie) |
| **Start Date** | January 29 2025 |
| **End Date** | Only put a date here when you are going to submit this by Week 13/14. |
| **Short Description** | * Convenient Place to Purchase Tickets * Ticket Buyers and Event Organizers * For Customers convenience and time saving * Wider reach for event organizers |

## Meet the Team

This is the team that will be working on this project. Their task is to complete a mockup for the abovementioned project.

* Villas, Kenneth Denzel E.
* Okol, Lorenzo T.
* Trayvilla, Vincent Harry H.
* Umali, Zachary Yuan

## Meet the End User

This is an end user that was interviewed by the team. The profile sheet below describes a candidate End User’s occupation/activity of interest, what currently keeps them happy, and what currently concerns them on what they do as this can also be a factor in shaping their experience in using the project.

|  |  |
| --- | --- |
| **Name** | Chelsea Lauron |
| **Age** | 22 |
| **Location** | San Pedro Laguna |
| **Occupation / Activity of Interest** | 4th Yr BS Information Technology |
| **What Keeps Them Happy** | * Pets, Coffee, Crab and Family |
| **What Concerns Them** | * Traffic * Hot Weather |
| **Other Details** | Routine   * Watching Hells Kitchen * Use tiktok everyday   Likes   * Eating   Dislikes   * Lack of Communication |

## User Needs

1. As a Student, I need to find convenient website to buy tickets
2. As a movie goer, I need to create a account so I can watch out for latest and upcoming movies.
3. As a potential user I expect that us user friendly and reliable
4. As a user I need an option to reserve a ticket and cancel a reservation
5. As a user I need to see the movies that are now showing and upcoming movies
6. As a user I need to see the runtime of the movies
7. As a user I need to be able to contact ticketing bros (ticketing management)
8. As a user I need to an account that is secure and user friendly
9. As a user I need able to pay online
10. As a user i need a too see the confirmation of the tickets

## User Wants

1. As a student I want to see details and genre of the movies
2. As a User I want to see the cast of the movies
3. As potential user I want easily interaction on apps so I can easily to see the movies
4. As a user I want to be able to rate the movie and write a small review.
5. As a user I want to to be able to to view the trailer of the movie in the website
6. As a user I want to reset my password when I forgot my password
7. As a user I want to have my own account to buy tickets
8. As a user I want an option to use the system in different languages
9. As a user I want be able to reschedule my booking.
10. As a user I want to see the background of the ticketing management

# **USER JOURNEY 1:** Create an Account

## Journey Goals

This User Journey aims to:

* Start with the registration by clicking “click here to sign up”
* Input the username and password
* The user will be directed to homepage after verification of account
* The user can easily buy movie tickets

## User Story 1.1: Login Page

### User Story Statement

This user story will help fulfill the following User Need:

“*As a user, I want having a personal account so I can buy what movie tickets I want*”

### Technical Description

### The login page allows users to securely access their accounts by entering a username and password. It includes a "Forgot Password" link and a "Sign Up" link for new users. Upon successful authentication, users are redirected to the homepage.

### Functional Requirements

User authentication

* The system must validate the username and password entered by the user

The user must input their username and password

They can click forgot password if they forgot

## User Story 1.2: Sign Up Page

### User Story Statement

This user story will help fulfill the following User Need:

“As a potential User, I want to create an account so I can personalize features and services.”

### Technical Description

The Signup page will allow users to register an account by providing the necessary details. It should ensure security and store data in the system. It must be user friendly in design.

### Functional Requirements

A Sign Up Button Input fields for Email and Password User friendly UI/UX

## User Story 1.3: Multiple Methods of Login

### User Story Statement

This user story will help fulfill the following User Need:

“As a user, I need multiple login options so I can access the system conveniently and securely.”

### Technical Description

The system should provide users with multiple secure authentication methods. The design should include:

1. Standard Login: Username/email and password authentication.

2. Social Media Login: Options for signing in via Google or Facebook.

### Functional Requirements

To meet this user story, the system must have: Basic Authentication Options - Login using email and password. - Social media login (Google, Facebook) for quick access. Password Recovery - A "Forgot Password"

# **USER JOURNEY 2:** Home Page

## Journey Goals

This User Journey aims to:

* After verification the user will go to the home page
* The user can see Home page, cinema(now showing and upcoming movies), ticketing where they can buy tickets and about us for to build trust
* The user can access cinema to see what movie is available and upcoming movies
* The user can buy tickets and cancel reservations
* The user will be able to get the confirmation of the tickets they buy.

## User Story 1.1: Home

### User Story Statement

This user story will help fulfill the following User Need:

“As a potential user, I want a home that is clean and organize so I can easily navigate what i need”

### Technical Description

### The homepage of the movie ticketing platform serves as the main entry point for users, offering an intuitive interface to explore movies, browse showtimes, and access relevant information about the ticketing system.

### Functional Requirements

A home page will see after the user use their own account and access it also they see different buttons for movie ticketing that they will need

## User Story 1.2: Cinema (Now Showing & Upcoming Movies)

### User Story Statement

This user story will help fulfill the following User Need:

“As a user, I want to see all the now showing movies available as well as their timeslots and price of tickets. I also need to be able to see upcoming movies.”

### Technical Description

The Cinema page will allow users to view every now showing and upcoming movies available. Each movie should show their runtimes, movie poster, genre etc..

### Functional Requirements

It should include movie listings and movie information It should be a list for easy browsing It should have a search feature It should have a button for viewing details about the movie

## User Story 1.3: Ticketing Page

### User Story Statement

This user story will help fulfill the following User Need:

“As a customer, I need to book a ticket and cancel my reservation so I can manage my bookings easily.”

### Technical Description

Book a ticket by selecting the event/service, date, and time. Receive a booking confirmation. View and manage reservations through a user dashboard. Cancel a reservation within allowed time limits. Receive notifications for booking and cancellation.

### Functional Requirements

Ticket Booking System

* Form to select event/service, date, and time. Store booking details in the database.

Reservation Management

* A dashboard to view booked tickets. Option to cancel tickets before the deadline.

Notifications

* Confirmation message for booking. Notification for successful cancellation.