

Booking

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| ID and Name: | 5 – Order or reserve ticket | | |
| Created By: | Emil, Daniel & Lasse | Date Created: | 03-09-2019 |
| Primary Actor: | Customer account | Secondary Actors: | |
| Description: | The user books one- or multiple specific seats at a screen, time and date. | | |
| Trigger: | The account attempts a reservation or purchase of a ticket. | | |
| Preconditions: | <ol style="list-style-type: none"> 1. The Account owner is logged into the online service. 2. The Account has made a selection of available seat(s) at a specific screen in advance of the time of play. | | |
| Postconditions: | <ol style="list-style-type: none"> 1. An SMS or E-mail containing receipt and the specified tickets has been sent to the user. 2. In case of a reservation the seats are reserved until 30 minutes prior to the play time. 3. The user is billed through their chosen payment method. | | |
| Normal Flow: | <ol style="list-style-type: none"> 1. The actor logs unto the website 2. The system displays the currently running movies. 3. The actor selects a movie. 4. The system displays the available dates for the chosen movie. 5. The actor selects a date. 6. The system displays the show times. 7. The actor selects their chosen run time. 8. The system displays the currently available seats, reserved seats and seats available for wheelchair users. 9. The actor chooses one- or multiple seats. 10. The system prompts the user to verify ticket types. 11. The actor chooses between normal, senior, student, child and special tickets. 12. The seats are marked as reserved for 10 minutes. 13. The system displays ticket prices in accordance to the chosen ticket- and seat-type. This may be reduced by loyalty discount. 14. The actor verifies their booking and proceeds to checkout 15. The system displays a payment form which prompts the user to choose their payment method. 16. The actor selects their favored payment method and fills out the form. 17. The actor confirms purchase. 18. The system verifies the payment method. | | |

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| | <p>19. The system adds a percentage of the total cost as loyalty points to the actors' account.</p> <p>20. An email containing the ticket(s) and a receipt is sent to the user.</p> |
| Alternative Flow: | <ul style="list-style-type: none"> • At step 5, the chosen date may not have a valid show time. • At step 7, it's possible that no seats are available and the actor will have to change dates or show times. • At step 11, some seats may be reserved. • At step 11, some seats may be for wheelchair users. • At step 11, some seats may be electrical or extra wide. • At step 12, the seats are marked as no longer reserved due to a time-out. • At step 16, the actors' input is incorrectly formatted. • At step 17, the actors' payment method has been declined. • At step 19, if this was a reservation, only a proof of reservation is sent. |
| Exceptions: | <ul style="list-style-type: none"> • The actor has to create an account. • The actor returns to a previous step. • The credit card has been declined. |
| Priority: | |
| Frequency of Use: | |
| Business Rules: | The actor is required to create an account to use book a reservation. |
| Other Information: | |
| Assumptions: | |