Box Office

Requirements Specification

Marketing Maestros

(For queries contact Team Leader)

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Explanation

The marketing team needs ticket sales sata to track revenue from films and group bookings.

"Box office handles all ticket sales"
(see Page 3 of Lancaster Music Hall User Needs)

What we are requesting

- A method to RETRIEVE TICKET SALES DATA
- API or database access to track how many 'Friends of Lancaster's' members purchased tickets

Seat Reservations

Explanation

The marketing team is able to 'hold' rows of seats, whilst confirming bookings for groups of size 12+. We need to be able to coordinate the seat holds with already booked seats.

"Marketing holds severaal rows for large groups, Box office cannot sell these seats" (see Page 4 of Lancaster Music Hall User Needs)

What we are requesting

- An interface for RESERVING SEATS for group bookings (can reserve rows)
- A method to FINALISE GROUP BOOKINGS
- A method to CHECK FOR AVAILABLE SEATS for a show (may return a list of open seats; method of type Boolean if group size 'n' seats are/aren't available)

Friends of Lancaster's

Explanation

The marketing team should be able to hold priority seats for members ('Friends of Lancaster's) ONE WEEK PRIOR to general sale. (This is allowed as it is treated similar to a GROUP BOOKING; 12+ members.)

"Best seats are held for 'Friends' for one week"
(see Page 4 of Lancaster Music Hall User Needs)

What we are requesting

- A function/method to HOLD CERTAIN SEATS for a specified duration
- A way to RELEASE UNBOOKED PRIORTIY SEATS after the holding period expires.
- Automatic wheelchair seat reservations for priority members with accessibility needs:

  A function that checks if member requires accessibility accommodations
  A method to automatically reserve wheelchair-accessible seats
  Removes hold after period expires

Online Ticket Sales & API Access

Explanation

The marketing team is in charge of tracking film ticket sales and promotions. The Box Office team sells these tickets online.

"Box Office adds shows to an external booking website and manually updates records"
(see Page 3 of Lancaster Music Hall User Needs)

What we are requesting

- A method to SYNC marketing's FILM SHOW BOOKINGS with the ONLINE TICKETING SYSTEM
- API access to AUTOMATICALLY UPDATE SEAT AVAILABILITY when marketing books a film slot
- A method that RETRIEVES ticket sales data
- A method to ADD FILM SHOWINGS

Seat Configuration Information

Explanation

The marketing team needs to ensure seats are available and configures correctly for film screenings.

"Box Office handles seating adjustments, including restricted-view seats and wheelchair space"
(see Page 3 of Lancaster Music Hall User Needs)

What we are requesting

- A function to RETRIVE SEATING PLANS PER SHOW TYPE
- A way to check WHICH SEATS ARE UNAVAILABLE (priority holds, wheelchair spaces, restricted-view seats)
- A way to access AVAILABLE SEATS PER SECTIONS (balcony/stalls if this is the layout of the room)
- In special cases where additional wheelchair spaces are required, Marketing should be able to temporarily hold the entire bottom row for wheelchair users.
  This 'wheelchair row' configuration should automatically reset to the default seating arrangement for other films/showings.