

Movie Ticketing System: Business Requirements

Ticketing System

1. Users must be able to purchase movie tickets.
2. The User needs to be able to pick the showing time and the seat.
3. When a User is picking a seat, they need to be able to tell apart regular, couple, reclining, and handicapped seats.
4. A User can make an Account so that they have access to points and rewards. Their account is a Member.
5. A User can refund a ticket as long as that ticket has not yet expired.
6. After a ticket is sold, the seat must be made unavailable for that specified time.
7. An employee can assist a user (guest or member) buy a movie ticket. This employee is called a "box office attendant" or a "ticket clerk."
8. During check-in, employees can change the status of a ticket from unused to used.

Points, Rewards, and Sales

9. When a member has sufficient points and rewards, they can win a free ticket to a movie.
10. A sale or coupon can be applied to a movie ticket to get a discount.

User Account System

11. Members can view their past transactions and all their current tickets for movies they have yet to watch.
12. If a User's account is deactivated, it is backed up into the database for future reference.
13. Employees need to create an Account so an admin can track them.
14. All Employees have a central area to view their pay stubs and submit communication reports to higher-ups or each other.
15. The admin shall have an interface to show the profit made from the movie theaters.
16. The admin must be able to see all the movies showing and what seats are currently being taken at that time.

Payment Information

17. All payment information must be encrypted.
18. The only information that is stored for guests is their transaction history.