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| **ID** | **Requirements – User story** | **Identify** | **Reason** |
| **1** | As the Managing Director, I want customers must have accounts to purchase tickets. So that I have their details to be able to market to them. | **FR** | This is a requirement related to business processes. This feature is necessary, each customer has an account to buy tickets, this helps the Managing Director to capture his audience and come up with a suitable marketing method. |
| **2** | As the Managing Director, I want the user interface must be sleek, and elegant, but not flashy. So that shows that we have flair. | **NFR** | This is a requirement related to usability. Having a good interface will bring a better user experience. However, it is not a specific feature that needs to be included in the system. |
| **3** | As the Managing Director, I want the app should be error-free. So that users don't have to get angry because of the error message. | **NFR** | This is a requirement related to usability. An application with few or no errors will help customers feel more comfortable using it. However, it is not a specific feature that must be included in the system. |
| **4** | As the Managing Director, I want customers to be able to choose their seats when making the booking. So that they feel more comfortable and satisfied. | **FR** | This is a requirement related to business processes. Choosing your favorite seat will bring the most comfortable feeling for customers when going to the movies. However, there will be cases where many customers at the same time want to sit at the same place. This causes conflicts because every customer has the same interests. So, this is an unnecessary feature and can be omitted. |
| **5** | As the Managing Director, I want can track where those who use smartphones are. So that I can get an idea of where my patrons come from. | **FR** | This is a requirement related to business processes. This feature is not necessary as it concerns customer privacy. |
| **6** | As the Interior Designer, I want customers can rate a movie after watching it and discuss the movie with other customers using the app. So that I can collect feedback from customers. | **FR** | This is a requirement related to business processes. This feature should be in the system, the feedback obtained from customers will show their satisfaction, from which the Interior Designer can make appropriate changes to perfect the system more suitable for users. |
| **7** | As the Interior Designer, I want to have the look and feel of the app similar to the color schemes of the theatre’s interior. So that preserve the branding. | **NFR** | This is a requirement related to usability. Having a good interface will bring a better user experience. However, it is not a specific feature that needs to be included in the system. |
| **8** | As the Interior Designer, I want to show customers maps of the theatre seating areas. So that they can choose their preferred seats. | **FR** | This is a requirement related to business processes. If it is possible to freely choose the seat, this feature will be a necessary supplementary feature. Users need to view maps of the theater seating areas to select the right seating for their needs. |
| **9** | As the Interior Designer, I want the system allows customers to see upcoming attractions. So that they can know the trip route and prepare for them. | **FR** | This is a requirement related to business processes. This feature is necessary because it helps customers to capture the next steps of the journey, so that they can best prepare for the trip. |
| **10** | As the Interior Designer, I want the mobile application can trigger notifications when new movies come out. So that I can inform customers about new movies. | **FR** | This is a requirement related to business processes. This feature is necessary because it makes it possible for the Interior Designer to simply market new movies without spending too much on marketing. |
| **11** | As the Interior Designer, I want there should be a feedback system where customers can make suggestions. So that I can improvements to the facilities. | **FR** | This is a requirement related to business processes. This feature should be in the system, the feedback obtained from customers will show their satisfaction, from which the Interior Designer can make appropriate changes to perfect the system more suitable for users. |
| **12** | As the Ticket Sales, I want the app allows customers to choose a movie and buy tickets for that movie by specifying the number of seats. So that the number of customers cannot exceed the capacity of the theater. | **FR** | This is a requirement related to business processes. If there are too many customers who want to watch a movie at the same time, it is likely that the theater will not be able to accommodate all customers. Notifying late-bookers is a necessary feature so that they can actively leave their viewing schedule or choose another movie at the same time. |
| **13** | As the Ticket Sales, I want to guard against too many single seats being left open because customers can choose their own seats. So that last-minute purchases do not suffer if groups sit together | **FR** | This is a requirement related to business processes. The fact that customers can choose their own seats can create the problem of too many empty seats. There should be a feature to help fill those empty seats for customers alone, couple, groups of three, ... The arrangement needs to be suitable and comfortable for customers, avoiding having to separate groups to sit together. |
| **14** | As the Ticket Sales, I want to there be the application at the counter or there be another system that uses the same database. So that I conduct counter-ticket sales | **FR** | This is a requirement related to business processes. Selling tickets through multiple methods gives customers more options to buy tickets. This is an essential feature to ensure customers will be most comfortable when purchasing tickets. |
| **15** | As the Ticket Sales, I want the app should generate a digital ticket for all the purchased tickets. So that I control ticket sales. | **FR** | This is a requirement related to data processing. This feature is necessary for ticket sellers to control ticket sales. |
| **16** | As the Ticket Sales, I want the app allows a PDF download of the tickets to be generated. So that they can be printed. | **FR** | This is a requirement related to data retrieval. This feature is required to be able to print tickets. |
| **17** | As the Ticket Sales, I want to there be a website instead of an app. So that I have a wider audience. | **FR** | This is a requirement related to user interaction. This feature is quite necessary because accessing the website will be faster and more convenient than having to install the application. The number of users using the website is also more. |
| **18** | As the Accountant, I want the app should generate monthly reports on the number of bookings for each show. So that we can draw statistics from this. | **FR** | This is a requirement related to data retrieval. Having monthly sales figures will help the accountant easily compare and make business plans in the following months |
| **19** | As the Accountant, I want the app allows customers to pay for their transactions in standard ways, such as credit cards and PayPal. So that they should be able to store payment details for easy future purchases. | **FR** | This is a requirement related to business processes. This feature is very important. Customers can choose the payment method  they. All methods are accepted so that the accountant can capture the largest market possible |
| **20** | As the Accountant, I want the app integrates a reward system for buying tickets and referring friends. So that customers can refer and bring more customers to us. | **FR** | This is a requirement related to business processes. Rewarding customers who invite their friends to join will help drive sales quickly. This feature is necessary to helps the company have a new customer base without spending too much money and effort on marketing. |
| **21** | As the Accountant, I want the site must be safe and secure. So that customers feel assured. | **NFR** | This is a requirement related to security. This feature is necessary because good security will help increase business  reliability and customer trust. |
| **22** | As the Concession, I want can probably have customers purchase their snacks on the app. So that we serve it to them in the theatre once they are seated. | **FR** | This is a requirement related to business processes. Being able to order snacks and be served will encourage customers to buy more because of the convenience and comfort during movie watching. So, this is a necessary function for the company to sell more snacks. |
| **23** | As the Concession, I want to there be a facility for customers to store their preferred snacks. So that they can order them automatically every time they buy a ticket. | **FR** | This is a requirement related to data retrieval. Being able to conveniently order your favorite snacks will help increase customer satisfaction. So, this is a necessary feature for the company to retain its customers. |
| **24** | As the Concession, I want the app allows customers to make notes on the movies they have seen. So that they can look at them again. | **FR** | This is a requirement related to data retrieval. Being able to conveniently order your favorite movie will help increase customer satisfaction. So, this is a necessary feature for the company to retain its customers. |
| **25** | As the Contracted Systems Developer, I want the app allows customers to create an account and log in. So that they have a page with their own information to interact with. | **FR** | This is a requirement related to business processes. This is a requirement related to business processes. This feature is required, each customer has an account with their own information. This helps the Contracted Systems Developer to manage customer information well and increase the security of their information. |
| **26** | As the Contracted Systems Developer, I want the app allows customers to choose a movie, which will then show a short synopsis. So that they can choose the movie with the content they want to watch. | **FR** | This is a requirement related to business processes. This is an essential feature so that customers can choose a movie with content that they need to find interesting. Avoid bad experiences if they see a movie they don't like. |
| **27** | As the Contracted Systems Developer, I want the app allows customers to purchase tickets for the selected movie. So that buying tickets become more convenient. | **FR** | This is a requirement related to business processes. This is an essential feature so that the ticket purchase procedures will be simple and convenient for both parties. |
| **28** | As the Contracted Systems Developer, I want the app allows customers to reserve seats for the selected movie. So that reserving seats become more convenient. | **FR** | This is a requirement related to business processes. This is an essential feature so that the seat reserve procedures will be simple and convenient for both parties. |