PUSL 2024

Software Engineering 2

Online Movie Ticket Booking Website – ABC Cinema

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Department of Software Engineering,

Faculty of Computing,

National School of Business Management.

**Table of contents**

[1. Introduction 5](#_Toc184373130)

[2. Identified Processes in ABC Cinema 6](#_Toc184373131)

[3. Diagrams 8](#_Toc184373132)

[4. Samples 12](#_Toc184373133)

[5. Conclusion 13](#_Toc184373134)

[6. References 14](#_Toc184373135)

# Introduction

In order to overcome the shortcomings of its current system, ABC Cinema's website will be updated as the foundation of this project. In order to satisfy the needs of contemporary consumers and guarantee operational efficiency, the outdated website lacks essential features like online ticket reservations, secure payment processing, and customer feedback visualization.   
  
Online ticket and seat reservations are among the features that the suggested system will have,

* The safe processing of payments.

-PayPal and other secure payment methods are integrated into the system.  
-Users get progress updates and payment confirmations in real time.  
-Transactions are tested and validated using a PayPal Sandbox.  
-Every transaction is recorded in an audit trail for safety and reference.

* The avoidance of booking collisions.

-Accurate seat availability is ensured by real-time updates.  
-The same seat cannot be reserved by more than one person thanks to a locking device.  
-If the reservation isn't finished, seats are released during session timeouts.  
-Database queries that are optimized effectively manage several reservations at once.  
-Booking confirmations are only sent out following a successful seat assignment.

* For managerial decision-making, customer feedback is visualized.

-Online forms that are easy to use are used to gather feedback.  
-Charts and graphs are used to display data so that analysis is simple.  
-Feedback trends reveal popular features or frequent grievances.  
-Feedback can be filtered by date, rate, or emotion by managers.  
-Dashboards with graphics offer information on client satisfaction.

* Email and SMS alerts for cancellations and reservations.

-Users receive confirmation messages with booking details.

-Cancellations trigger immediate notifications with refund information.

-Reminders are sent before the scheduled movie time.

-Users can select their preferred notification method (email/SMS).

This system was created with JSP and Servlet technologies with the goal of improving the user experience and bringing the movie theater's operations into line with modern digital standards.

* Entity Relationship Diagram

