USER JOURNEY :

1 : User X visits Portal Y's website .

2 : User X logs in to their account if it exists or creates a new account .

3 : User X searches for the desired movie by title, genre, or theater location.

4 : Portal Y displays a list of movies that match the search criteria, along with relevant details such as showtimes, theater location, and ticket prices.

5 : User X selects the desired movie, date, and showtime from the available options.

6 : Portal Y displays the seating layout for the selected theater and allows User X to choose their preferred seats.

7 : User X selects the desired seats and confirms the booking.

8 : Portal Y prompts User X to provide personal information, such as name, contact number, and email address, for ticket confirmation and communication purposes.

9 : User X enters the required personal information and proceeds to the payment page.

10 : Portal Y securely collects User X's payment information and processes the payment.

11 : Once the payment is successful, Portal Y confirms the movie booking and provides a confirmation receipt to User X via email or within the portal.

12 : User X can either print the receipt or show the e-receipt on their device at the theater for ticket verification.

13 : On the day of the movie, User X arrives at the theater, presents the ticket (printed or e-receipt) at the box office or self-service kiosk, and enjoys the movie.

Assumptions :

1 : User X has access to a device (e.g. computer, smartphone) with internet connectivity.

2 : User X has a valid account or is registered on Portal Y.

3 : User X has basic knowledge of how to navigate and interact with an online portal.

4 : User X is interested in booking a movie ticket and has a specific movie, date, time, and theater in mind.

5 : Portal Y has an up-to-date and functional movie booking feature, including movie listings, showtimes, and seat availability.

6 : User X has a valid payment method (e.g. credit card, digital wallet) to complete the movie booking process.

7 : User X is willing to provide the necessary personal information, such as name, contact number, and email address, for the movie booking process.