



Theatre Ticketing System

By Priyanka Malla

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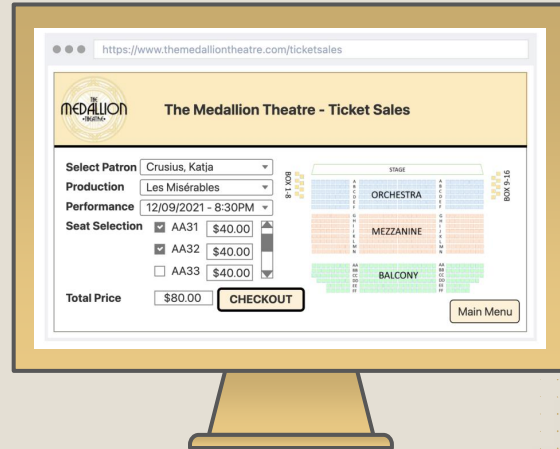
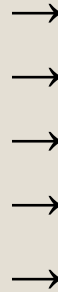
01 System Proposal Background

- reservations are currently taken manually
- leads to inefficiency and possible mistakes
- stressful for employees + unsatisfying for customers
- solution: automation through online ticketing system



The image shows a 'Will Call Reservation Form' for The Medallion Theatre. It includes fields for First Name, Last Name, Street Address, City, State, Zip, Phone Number, Email address, Performance, Date, Time, and Seats. The form is filled out with the following information:

First Name		Last Name	
Barbara	Aidy		
Street Address			
2725 Oaklawn Drive			
City		State	Zip
Evansburg		IA	52501
Phone Number		Email address	
442-333-0101		baldy@aol.com	
Performance		Date	Time
Les Miserables		09-17-xx	Evening
Seats			
D18, D19			
Total to be Collected		\$ 130.00	

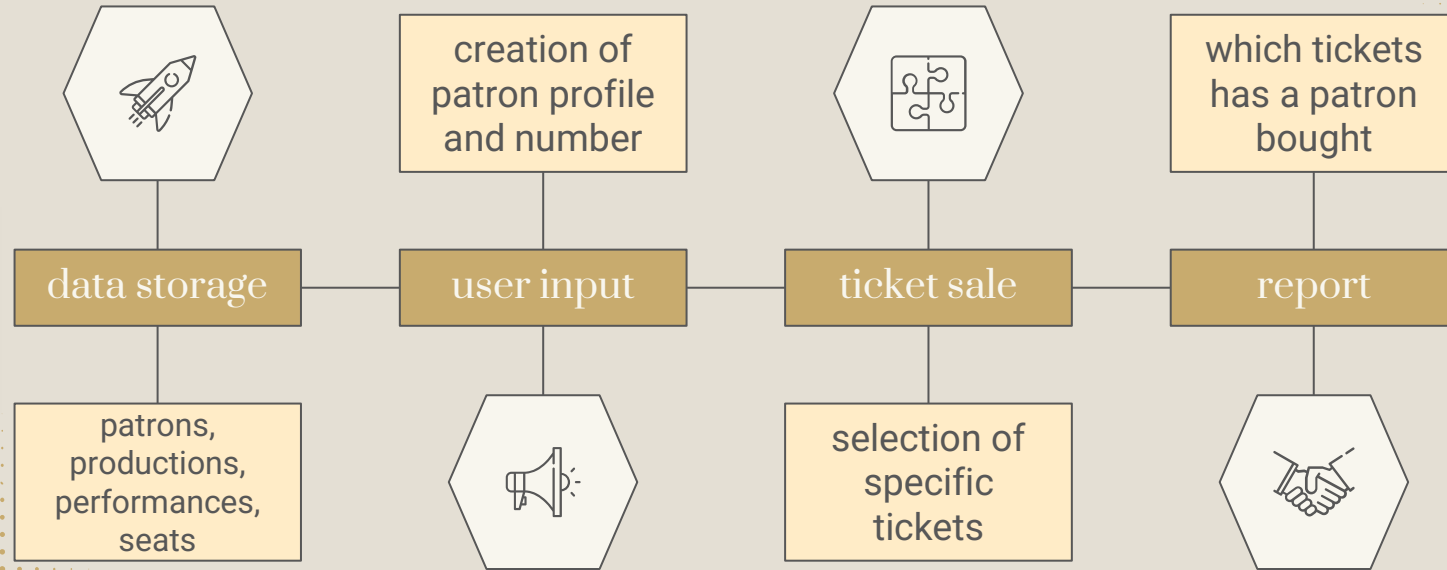


The image shows a screenshot of the 'The Medallion Theatre - Ticket Sales' website. The URL is <https://www.themedalliontheatre.com/ticketsales>. The page displays the following information:

- Select Patron:** Crusius, Katja
- Production:** Les Misérables
- Performance:** 12/09/2021 - 8:30PM
- Seat Selection:** AA31 (\$40.00), AA32 (\$40.00), AA33 (\$40.00)
- Total Price:** \$80.00
- Buttons:** CHECKOUT, Main Menu

The website also features a seating chart showing the ORCHESTRA, MEZZANINE, and BALCONY sections.

Requirements for the System



02 Process Model

Use Case name: Ticketing System

Unique ID:
MTTS-11-2021

Area: Medallion Theater Ticketing System

Primary actor(s): Patrons

Stakeholder: Patron, Box Office Manager

Level: Blue

Description: Customers will have online access to seats available for reserving

Triggering event: Register in site

Preconditions: Reservation with the will call window is time consuming and has some mistakes.

Postconditions: Patrons can assure that their reservation is finalized, and no one can buy their selected seats. It is also much more convenient

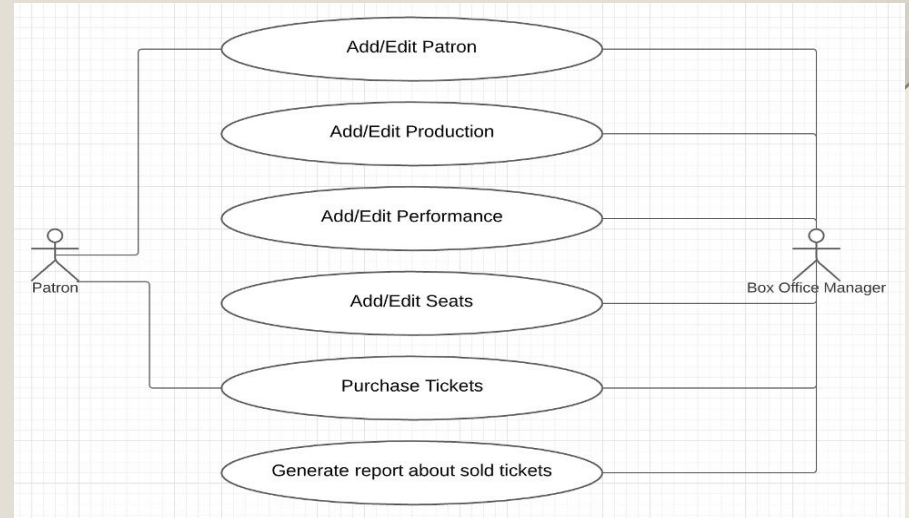
Assumption: Patrons are informed about this facility.

Success guarantee; The performance will be able to predict the number of sold tickets, and plan to increase the number of performances.

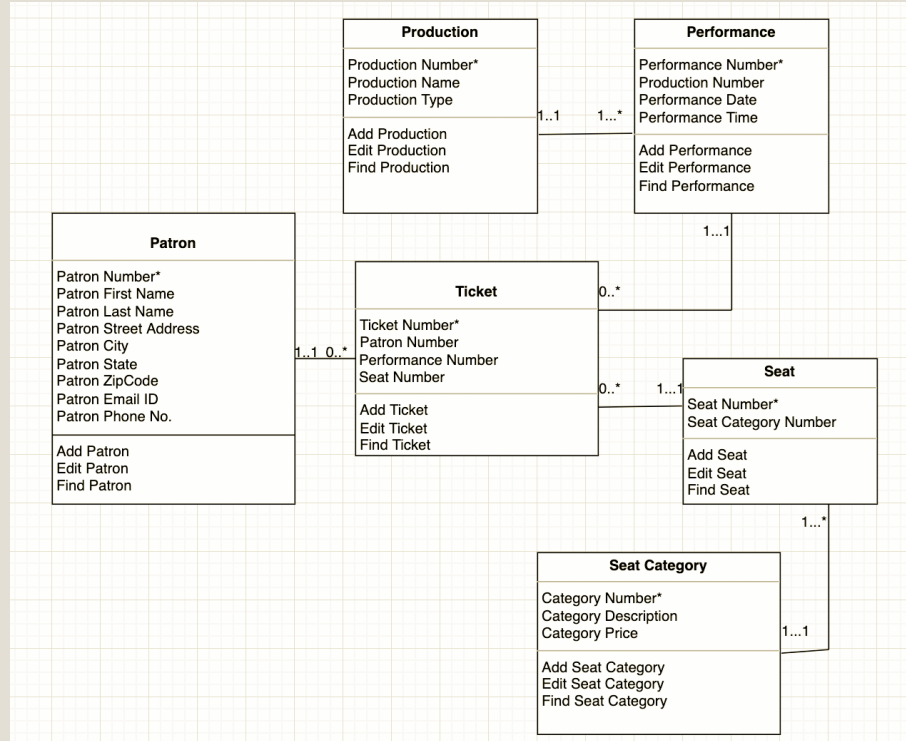
Minimum guarantee: There will be no mistakes and trouble for patrons.

02 Process Model

Steps performed:	Information for steps:
1. Patrons register in website	Web system address
2. Patrons enter personal and contact information	First and last name, cell phone number, zip code, E-mail address, ID number
3. Patrons will receive an authentication code link through email	Authentication code link
4. Patrons should click on the link	Authentication code link
5. Website will be open with a unique patron number	Patrons' information

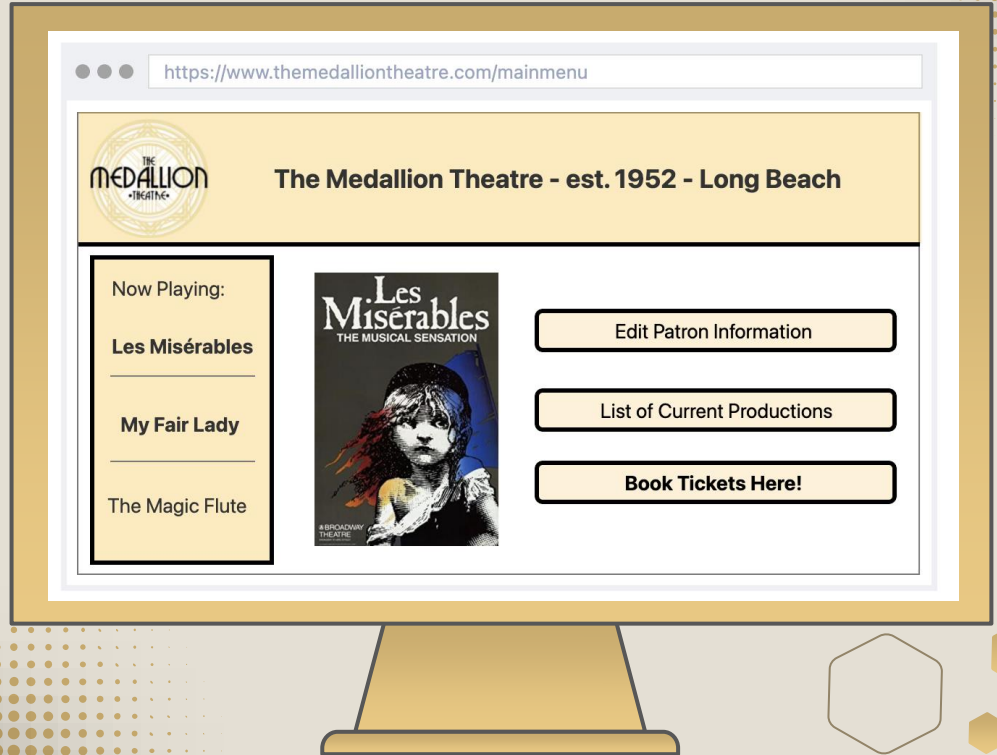


03 Class Diagram



04 System Design

The Solution:
An Online Ticketing System



https://www.themedalliontheatre.com/patroninformation



The Medallion Theatre - Patron Information

First Name Last Name [Add Patron](#)

Patron Number [Edit Patron](#)

E-Mail-Address [Main Menu](#)

Phone Number

Street Address Apt./Unit (optional)

City State ZIP Code [SAVE](#)

https://www.themedalliontheatre.com/productions



The Medallion Theatre - Productions

Production Name [Find Production](#)

Production Category [Add Production](#)

List of Performances

Name	Date	Time	Selection
Les Mis	12/02/2021	8:30PM	EDIT
Les Mis	12/05/2021	11:30AM	EDIT
Les Mis	12/09/2021	8:30PM	EDIT

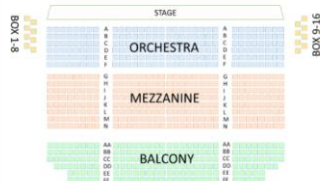
[Main Menu](#)

https://www.themedalliontheatre.com/seatingchart



The Medallion Theatre - Seating Chart

Production: Les Misérables - 12/09/2021 - 8:30PM



Category Code

BC

Find Seats

Edit Seats

Category Name

Balcony

Main Menu

Category Price

\$40.00

Seats

☒ AA31

☒ AA32

☐ AA33

CONFIRM

https://www.themedalliontheatre.com/ticketsales



The Medallion Theatre - Ticket Sales

Select Patron Crusius, Katja

Production Les Misérables

Performance 12/09/2021 - 8:30PM

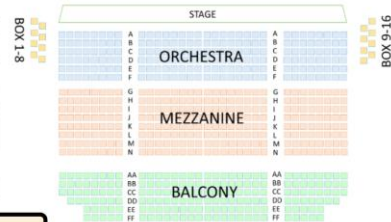
Seat Selection ☒ AA31 \$40.00

☒ AA32 \$40.00

☐ AA33 \$40.00

Total Price \$80.00


CHECKOUT



Main Menu

05 Project Management

1. General Project Information

Project Name:	The Medallion Theater Ticketing System 
Department Sponsor:	The Medallion Theater Ticket Office
Impact of project:	Customers will have online access to seats available for reserving
Estimated Budget:	8000\$
Estimated Time:	41 days

2. Project Team

	Name	Department	Telephone	E-mail
Team Members:	Alireza	PMO	+989129312066	
	Katja	Business Development	+1(562)714-2642	
	Priyanka	Slas & Marketing	+917036307552	
	Shruti	IT	+1(562)241-9939	

3. Stakeholders (e.g., those with a significant interest in or who will be significantly affected by this project)

- The Medallion Theater Ticket Office
- Patrons
- Theater performers
- All internal Departments
- Police Office
- Bank

4. Project Scope Statement

Shifting from a traditional ticketing system to online ticketing.

Objectives:

- Keeping track of customer's orders
- Maintaining patrons' information
- Considering available seats for each performance
- Selecting performance including date and time by the customers
- Having a user-friendly screen
- Making more sales and profit
- Making more customers' satisfaction

Deliverable:

- Online ticketing website

Project Milestones:

- Finishing analysis phase
- Finishing design phase
- Finishing development phase
- Finishing testing phase
- Implementation

Constraints:

- The project deadline is extremely tight
- All screen must be compatible with current IT platforms

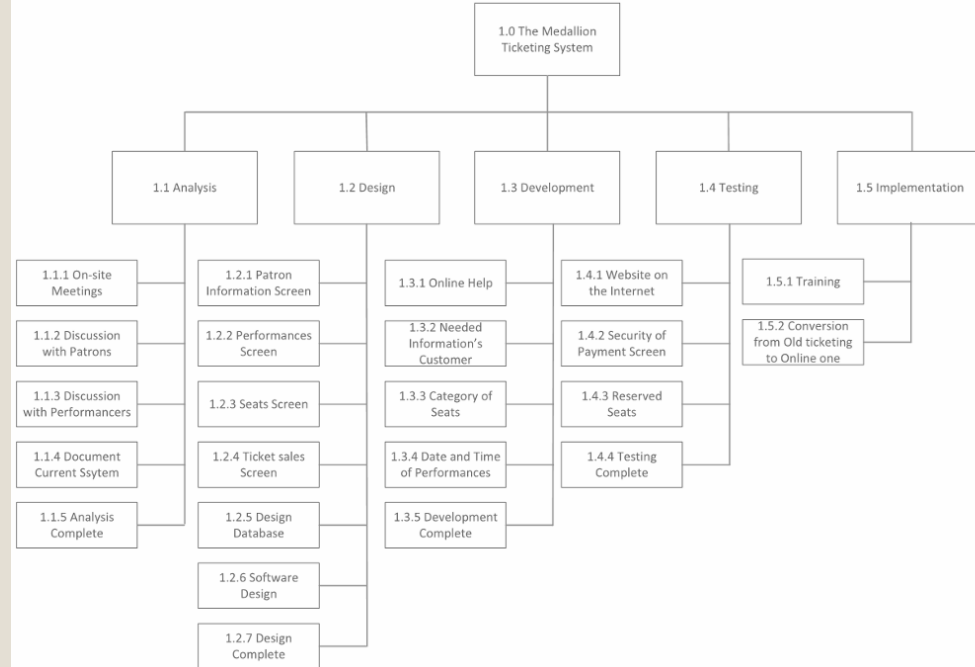
Major Known Risks

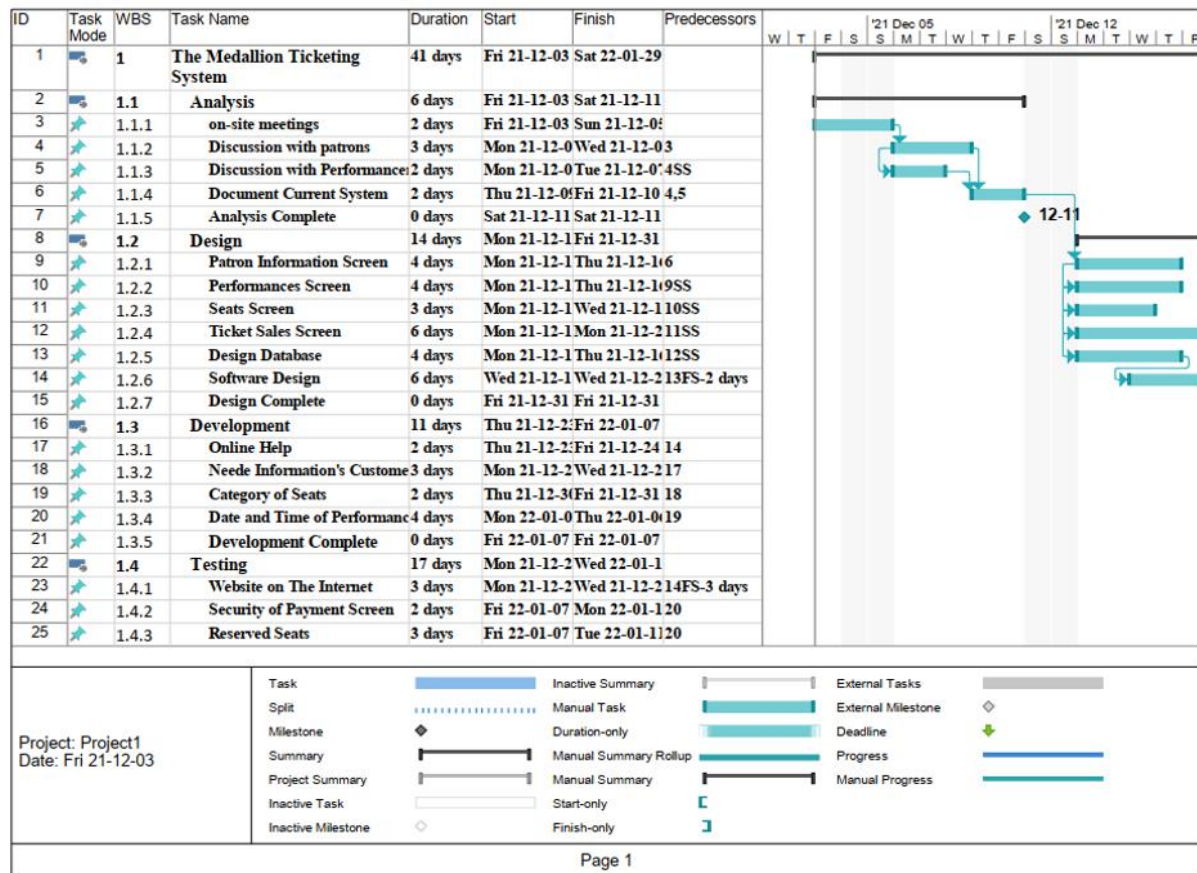
Risk	Risk Rating (Hi, Med, Lo)
The roles and responsibilities of ticketing system are not yet fully defined;	6
Additional contracting may be needed for designing screens.	4
The Medallion Theater has a very strong brand and is widely recognized, so this reversion should be done carefully.	8

6. Sign-off

	Name	Signature	Date (MM/DD/YYYY)
Executive Sponsor			
Department Sponsor			
Project Manager			

7. Notes







effective collaboration



increased customer satisfaction

06 Post-Implementation Review



possible improvement in communication