




Smart Movie Ticketing with Enhanced Seating Options

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<u>Project description:</u> <div></div>	<p>The proposed system will improve the efficiency and accuracy of ticket sales to cinemas, as well as the customer experience.</p> <p>It will allow customers to purchase tickets quickly and easily and will allow the cinemas staff to adjust seating arrangements and manage ticket sales more efficiently.</p> <p>The system can be integrated into existing theater systems and can be used to monitor and analyze customer behavior.</p> <p>Through the system, customers will be able to purchase tickets in advance, choose their preferred seating options and access tickets on their mobile device.</p>

Feasibility study

The proposed system will improve the efficiency and accuracy of ticket sales for movie theaters.

It will enable customers to purchase tickets quickly and easily and will allow theater staff to adjust seating arrangements and manage ticket sales more efficiently.

The system can be integrated into existing theater systems and can be used to monitor and analyze customer behavior.

It can also be used to increase customer engagement by providing personalized ticketing and seating options.

The system will also help to reduce costs associated with manual ticket sales and seating arrangements.

The proposed system will help the theater to reach its goals by improving customer experience, increasing ticket sales, and streamlining theater operations.

In doing so, the system will cause an increase in the revenues of the cinema where it will be implemented, will help the management team to make decisions in a better and clearer way and reflect to the financial department access to more reliable and accurate information in real time.

Stakeholders

Direct stakeholders:

- Theater owners:

Interested in increasing ticket sales, improving the customer experience and streamlining theater operations.

- Theater staff:

Interested in efficient systems for managing ticket sales and seating arrangements.

- Customers:

Interested in an easy and efficient way to purchase tickets and view available seating options.

- Software developers:

Interested in creating a system that meets the needs of all stakeholders.

- Ticket seller:

Negative impact by implementing the system in the cinema where they work, the need for them will decrease and they will need less personnel in the sales position.

- Advertising Companies:

These companies are interested in having access to customer data and demographics to help tailor their ads to the right customer base. They are also interested in providing a platform to promote their products and services to potential customers.

Indirect stakeholders:

- Investors:

Interested in seeing a return on their investment.

- Local authorities:

Interested in the economic benefits that the system may bring the local area.

- Film distributors:

Interested in increasing their income.

- Software developers:

interested in creating a system that meets the needs of all stakeholders.

- Government agencies:

Government agencies are interested in collecting taxes from theater ticket sales.

- Film studios:

Film studios are interested in ensuring their films are seen and supported.

- Suppliers:

Suppliers are interested in providing their services to the theater.

- Food and Beverage:

These companies are interested in providing their products to theater customers.

Functional requirements

- The system must provide customers with an online platform for purchasing tickets.
- The system must allow customers to view available seating options in the cinema in a virtual display and to choose their preferred seats .
- The system must provide customers with the ability to view available seating options in real time.
- The system must allow ticket buyers to pay for tickets with a variety of payment methods and diverse credit card companies.
- The system must produce an electronic card that can be printed or sent to the customer's mobile device and encourage the use of the electronic card to preserve the quality of the environment.
- The system must allow the theater staff to adjust the seating arrangements to accommodate special requests, such as people with various disabilities.
- The system must allow the theater staff to manage ticket sales and monitor customer behavior.
- The system must offer customers the option to purchase tickets in advance.
- The system must allow customers to cancel or change their ticket purchase.
- The system must allow theater staff to track tickets and verify customer identity.
- The system must provide customers with the option to purchase tickets for several movies. , also purchase tickets for several people. (Such as kids)
- The system must intelligently manage the customer's choice of chairs and prevent a single chair from being left in a row.
- The system must allow customers to access their cards on their mobile device.
- The system must allow the theater staff to create and manage promotional offers.
- The system must provide customers with the ability to save payment methods for future use and in addition the possibility to view their transaction history.

Non-Functional requirements

Product Requirements:

- The system must have a clear and intuitive user interface. (Product)
- The system must be able to detect and prevent potential faults and be able to recover from errors quickly . (Dependability)
- The system must be secure and protect customer data and their payment details. (Security)
- The system must be able to process transactions quickly and accurately. (Efficiency)
- The system must be user-friendly, with intuitive controls , clear instructions and easy to navigate. (Usability)
- The system must have enough storage capacity to meet the needs of the users. (Space)
- The app should be responsive and quick to load, with minimal lag time between user input and app response. (Performance)

Other Requirements:

- The system must be reliable and able to handle large amounts of data and users at the same time with a very low rate of system failures, errors, or downtime. (Reliability)
- The system must be able to provide technical support when needed. (Support-ability)
- The system must be compatible with existing cinema systems. (Portability)
- The system must be designed to be easily scalable for future growth. (Scalability)
- The system must adhere to relevant laws and regulations. (Ethical)
- The system will support all the common browsers such as : Google Chrome, Firefox, Safari, Edge, Explorer, Opera, Vivaldi, Tor. (Compatibility)