Requirement Gathering

**Date**: [16-06-2024]

1. **Project Overview**:
   * Briefly describe your project. What problem does it aim to solve, and what are its main objectives?

Project Description

The Movie Ticket Booking System is a comprehensive web-based application designed to streamline the process of booking movie tickets. It provides a convenient platform for users to browse available movies, select their preferred showtimes, choose seats, and purchase tickets online. This system aims to enhance the movie-going experience by eliminating the need for physical ticket purchases and long queues at theatres.

Problem Statement

Traditional methods of purchasing movie tickets often involve long wait times, limited access to showtime information, and the inconvenience of physical visits to theatres. Additionally, theatres face challenges in managing and tracking seat availability, handling peak-time traffic, and ensuring smooth operations. These inefficiencies can lead to customer dissatisfaction, lost sales opportunities, and operational difficulties for theatre management.

#### Main Objectives

1. **Convenience for Users**:
2. **Operational Efficiency**:
3. **Enhanced Customer Experience**:
4. **Scalability and Performance**:
5. **Security and Reliability**:
6. **Revenue Growth and Marketing**:
7. **Data Insights and Analytics**:
8. **System Scope**:
   * Specify the extent to which the system is proposed. Is it for research purposes, a prototype, or a full-scale implementation?

The proposed movie ticket booking system is intended for full-scale implementation. This comprehensive system is designed to streamline the process of purchasing movie tickets, providing a seamless and efficient experience for both users and theatre operators. The system will be built with scalability in mind, ensuring it can handle high volumes of transactions, especially during peak times such as weekends and holidays.

### Full-Scale Implementation Objectives:

1. **User Registration and Authentication**:
2. **Movie Listings and Showtimes**:
3. **Seat Selection and Booking**:
4. **User Profile and Booking History**:
5. **Notifications and Reminders**:
6. **Admin and Theatre Management Dashboard**:
7. **Scalability and Performance**:
8. **Security and Compliance**:
9. **Customer Support**:
10. **Marketing and Analytics**:
11. **Target Audience**:
    * Identify the viewers or public who will be involved with the system. Are there specific user groups or stakeholders?

### 1. **Viewers/Public**

**General Moviegoers:**

**Families and Groups:**

**Students and Young Adults:**

**Elderly Users:**

### 2. **Specific User Groups**

**Loyalty Program Members:**

**VIP and Premium Users:**

**Corporate Clients:**

### 3. **Stakeholders**

**Theatre Owners and Managers:**

**Marketing and Promotion Teams:**

**Customer Support Staff:**

**IT and Technical Teams:**

**Payment Gateway Providers:**

1. **Modules**:
   * List the key modules included in your system. What functionalities do they provide?

**User Management Module**

* **Functionalities**:
  + User registration and login.
  + User profile management (view/update details).
  + Password reset and security features.

**Movie Listings Module**

* **Functionalities**:
  + Display list of movies showing in theatres.
  + Show movie details (synopsis, cast, genre, duration).
  + Filter movies by location, date, time, and genre.

**Booking Module**

* **Functionalities**:
  + Seat selection from interactive seating maps.
  + Booking confirmation and e-ticket generation.
  + Multiple payment options (credit/debit card, digital wallets).

**Admin Dashboard Module**

* **Functionalities**:
  + Theatre and movie management (add/update/delete movies and showtimes).
  + Seat management (define seating layouts, mark reserved seats).
  + View and manage user bookings and payments.

**Search and Recommendation Module**

* **Functionalities**:
  + Search movies by title, genre, or actor.
  + Personalized recommendations based on user history and preferences.

**Reviews and Ratings Module**

* **Functionalities**:
  + Allow users to rate and review movies.
  + Display average ratings and reviews for movies.

**Notification Module**

* **Functionalities**:
  + Notify users about new movie releases, special screenings, or changes in showtimes.
  + Reminder notifications for upcoming bookings.

**Reporting and Analytics Module**

* **Functionalities**:
  + Generate reports on ticket sales, revenue, and occupancy rates.
  + Analyze user behavior and preferences for targeted marketing.

**Integration Module**

* **Functionalities**:
  + Integration with payment gateways for secure transactions.
  + Integration with theatre management systems for real-time updates on seat availability and booking status.

**Support and Help Module**

* **Functionalities**:
  + FAQ section to answer common user queries.
  + Support ticket system for handling user issues and inquiries.

1. **User Roles**:
   * Identify the different user roles in your project. Who will interact with the system, and what permissions or access levels do they have?

### User Roles in Movie Ticket Booking System

**Guest Users**

* + **Interactions**: Can browse movie listings, view showtimes, and theatre details.
  + **Permissions**: Limited to viewing available movies and showtimes without booking or personalized features.

**Registered Users (Customers)**

* + **Interactions**: Can browse movies, view showtimes, select seats, book tickets, and make payments.
  + **Permissions**:
    - View and update personal profile information.
    - Save payment methods for quicker checkout.

**Admin Staff**

* + **Interactions**: Manage theatre operations, movie schedules, and user support.
  + **Permissions**:
    - Add, edit, or delete movie listings and showtimes.
    - Manage seat availability and theatre layouts.

**Theatre Managers**

* + **Interactions**: Oversee specific theatre operations and staff.
  + **Permissions**:
    - Manage staff schedules and roles within the theatre.
    - Monitor ticket sales and theatre occupancy.
    - Handle customer service issues related to the theatre.

**System Administrators**

* + **Interactions**: Maintain system functionality and security.
  + **Permissions**:
    - Manage overall system configuration and settings.
    - Ensure system uptime and performance.

1. **System Ownership**:
   * Who owns the system? Is it an academic institution, an organization, or an individual?

**Individual**:

* In some cases, an individual entrepreneur or developer may create a movie ticket booking system as part of a startup venture.
* Ownership would typically belong to the individual, who may seek to monetize the system through licensing or service fees.

1. **Industry/Domain**:
   * Specify the industry or domain to which the system is related (e.g., healthcare, finance, transportation).

The movie ticket booking system is primarily related to the entertainment and leisure industry domain. This domain focuses on providing services and experiences related to entertainment, including cinemas, theatres, and various forms of live performances.

1. **Data Collection Contacts**:
   * Provide details of the person(s) you have contacted for data collection. Include their name, role, and contact information.

Sebastian

Theatre Staff

Bosco Cinemas

SH 1, Kurishupally

Kuravilangad

1. **Questionnaire for Data Collection**:
   * Create a questionnaire with at least 10 questions. Ensure it covers relevant aspects of your project. If applicable, attach additional documents (e.g., bill receipts, certificate models).
2. What features would you like to see added to improve the booking experience?

Firstly, an intuitive seat selection interface with real-time updates on seat availability would streamline the booking process. Secondly, personalized recommendations based on past preferences or genres of interest would enrich the user experience.

1. Have you encountered any issues during the booking process? If yes, please describe.

Yes, there are some instances during the booking process. One time, the website experienced a significant lag during peak hours, causing delays in selecting seats and completing the payment.

1. Have you ever experienced any payment-related issues (e.g., payment failure, unauthorized charges)?

Yes, have experienced payment-related issues while booking tickets. On one occasion, the payment failed to process despite having sufficient funds in someone’s account, and had to retry multiple times before it finally went through.

1. Would you prefer options for ticket cancellation or rescheduling? Why or why not?

Yes, I would prefer options for ticket cancellation or rescheduling. These features provide flexibility in case of unexpected changes in plans, such as personal emergencies or scheduling conflicts.

1. What improvements would you suggest for enhancing customer support services?

* 24/7 Support Availability:
* Live Chat and Instant Messaging:
* Comprehensive FAQ and Help Center:
* Multichannel Support:
* Quick Response Time:

1. What additional features would encourage you to use the platform more frequently?

Additional features that would encourage me to use the platform more frequently include personalized recommendations based on my movie preferences, exclusive deals or discounts for frequent users, and a loyalty program with rewards for booking tickets.

1. Have you experienced any downtime or performance issues while using the platform?

Users are encouraged to briefly describe any instances where they encountered issues such as website downtime, slow loading times, or errors during the booking process.

1. What do you think are the platform's strongest features?

Ease of Use:

Real-Time Updates:

Secure Payment Processing:

Customer Support:

Personalization:

Notification System:

1. How customers are satisfied with the variety of food and drink options available through the booking system?

Yes, all of the customers are very much satisfied with the food and drinks offered from counter.

1. Is there any other feedback or suggestions you would like to provide regarding the movie ticket booking system?

Users might offer insights on areas for improvement, new features they would like to see, or specific issues they've encountered that haven't been covered in previous questions. It also demonstrates a commitment to continuous improvement based on user feedback.