IT 306 - Software Project Management

Cinema Ticket Booking App

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1. PROJECT VISION

The Cinema Ticket Booking App is an application that aims to revolutionize the movie-watching experience. It empowers users to take control of their entertainment choices by providing a seamless and stress-free ticket-booking process. Users can easily select their preferred seats, movies, and showtimes without having to wait in long queues. The app is a comprehensive solution designed to transform the movie-watching experience in Bosnia and Herzegovina by bringing together all cinemas on a unified platform.

Our motivation in creating the Cinema Ticket Booking App is to put the power in the hands of our users. We understand the frustrations of waiting in long queues and the anxiety of uncertain ticket availability. Our vision is to go beyond convenience and truly inspire users with a movie-watching experience that is seamless and stress-free. We want to empower users to take full control of their entertainment choices.

With the app, users can effortlessly avoid queues and select their preferred seats, movies, and showtimes, ensuring a seamless movie-watching experience. The app's secure payment options provide peace of mind, preventing counterfeit tickets and enhancing the overall sense of security for our users. The positive change it brings is a convenient and hassle-free platform, empowering users to book tickets anytime, from anywhere.

2. ROADMAP

DATE	1st quarter	2nd quarter	3rd quarter	4th quarter
NAME	MVP	VERSION 2	VERSION 3	VERSION 4
GOAL	-Establish a user-friendly interface -Gather initial user feedback	-Implement user feedback -Introduce advanced features	-Monetize the app -Partner with more cinemas	-Enhance user loyalty -Expand market reach
FEATURES	-User account creation, -Basic ticket booking -Cinema selection	-Advanced search -Seat selection -In-app notifications	-In-app purchases -Loyalty program	-Personalized user experience -Movie recommendations
METRICS	-User sign-ups -App downloads -User feedback	-Active users -Feature usage -User satisfaction	-In-app purchase revenue -Number of partners	-User retention rate and market share

1st Quarter -MVP: The primary focus is on establishing a user-friendly interface and gathering initial user feedback. Key features include user account creation, basic ticket booking, and cinema selection. Success will be measured by user sign-ups, app downloads, and user feedback.

2nd Quarter -VERSION 2: This phase involves implementing user feedback and introducing advanced features like advanced search, seat selection, and in-app notifications. Metrics for this phase include active users, feature usage, and user satisfaction.

3rd Quarter – VERSION 3: The goal for this quarter is to monetize the app and partner with more cinemas. New features include in-app purchases and a loyalty program. Success will be measured by in-app purchase revenue, the number of partners, and user reviews.

4th Quarter- VERSION 4: The final quarter focuses on enhancing user loyalty and expanding market reach. Features to be introduced include a personalized user experience, movie recommendations, and social sharing. Metrics for this phase include user retention rate and market share.

3. BACKLOG

3.1 ADDING FEATURES TO THE BACKLOG

1. USER REGISTRATION
2. USER LOGIN
3. VIEWING CINEMA
4. SELECTING CINEMA
5. SELECTING A MOVIE
6. MOVIE DETAILS
7. VIEWING CINEMAS
8. BOOKING TICKETS
9. SELECTING SEATS
10. PAYMENT
11. SHOWTIMES
12. SELECTING A SHOWTIME
13. BOOKING CONFIRMATION
14. SEARCH FOR MOVIES
15. VIEW MOVIE LIST

16USER PROFILE NAVIGATION

17. VIEWING PERSONAL INFORMATION
18. CHANGING PASSWORD
19. LOGGING OUT
20. EXPLORING CINEMATIC EVENTS
21. SNACKS AND DRINKS
22. VIEWING SNACKS MENU
23. VIEWING THE DRINKS MENU
24. CHANGING PROFILE PHOTO
25. CINEMATIC EVENTS DETAILS

3.2 BACKLOG ORDERING

We have organized the backlog based on three key factors: ***business value, user impact,*** *and* ***dependencies.***

USER REGISTRATION

Business value - High business value as users must use the app.

User impact - High user impact as it is the first interaction users have with the app.

Dependencies - No dependencies.

USER LOGIN

Business value - High business value as it is necessary for security and personalization.

User impact - High user impact as it is necessary for using the app.

Dependencies - Depends on User Registration.

VIEWING CINEMAS

Business value - High business value as it is a core feature of the app.

User impact - High user impact as it directly affects the user experience.

Dependencies - Depends on User Login.

SELECTING A CINEMA

Business value - High business value as it is a core feature of the app.

User impact - High user impact as it directly affects the user experience.

Dependencies - Depends on Viewing Cinemas.

VIEWING CINEMA DETAILS

Business value – High business value as it enhances the core features.

User impact - High user impact as it provides necessary information for decision-making.

Dependencies - Depends on Selecting a Cinema.

SELECTING A MOVIE

Business value - High business value as it is a core feature of the app.

User impact - High user impact as it directly affects the user experience.

Dependencies - Depends on Viewing Cinema Details.

MOVIE DETAILS

Business value - High business value as it enhances the core features.

User impact - High user impact as it provides necessary information for decision-making.

Dependencies - Depends on Selecting a Movie.

SHOWTIMES

Business value - High business value as it is a core feature of the app.

User impact - High user impact as it directly affects the user experience.

Dependencies- Depends on the Details of a Movie.

SELECTING A SHOWTIME

Business value - High business value as it is a core feature of the app.

User impact - High user impact as it directly affects the user experience.

Dependencies- Depends on Showtimes.

SELECTING SEATS

Business value - High business value as it is a core feature of the app.

User impact - High user impact as it directly affects the user experience.

Dependencies- Depends on Selecting a Showtime.

BOOKING TICKETS

Business value - High business value as it is a core feature of the app.

User impact - High user impact as it directly affects the user experience.

Dependencies- Depends on Selecting Seats.

PAYMENT

Business value - High business value as it is crucial for transaction completion.

User impact - High user impact as it enables users to finalize their purchases.

Dependencies-Depends on User Login, Selecting a Cinema, and Movie Selection.

BOOKING CONFIRMATION

Business value - High business value as it confirms the booking for the user.

User impact - High user impact as it gives users peace of mind.

Dependencies- Depends on Booking Tickets.

SEARCH FOR MOVIES

Business value - High business value as it enhances the user experience.

User impact - High user impact as it helps users find movies quickly.

Dependencies - Depends on User Login.

VIEW MOVIE LIST

Business value - Medium business value as it provides additional information.

User impact - High user impact as it helps users view a list of movies shown in all cities and cinemas in Bosnia and Herzegovina based on their search.

Dependencies- Depends on Search for Movies.

USER PROFILE NAVIGATION

Business value - High business value as it is necessary for account management.

User impact - High user impact as it allows users to manage their accounts.

Dependencies - Depends on User Login.

VIEWING PERSONAL INFORMATION

Business value - Medium business value as it provides additional information.

User impact - High user impact as it allows users to manage their accounts.

Dependencies- Depends on User Profile Navigation.

CHANGING PASSWORD

Business value - High business value as it is necessary for security.

User impact - High user impact as it allows users to change their password if needed.

Dependencies- Depends on User Profile Navigation.

LOGGING OUT

Business value - High business value as it is necessary for security.

User impact - High user impact as it allows users to manage their session.

Dependencies- Depends on User Profile Navigation.

EXPLORING CINEMATIC EVENTS

Business value - Medium business value as it enhances the user experience.

User impact- Medium user impact as it provides additional entertainment options.

Dependencies- Depends on Viewing Cinema Details.

CINEMATIC EVENTS DETAILS

Business value - Medium business value as it provides additional information.

User impact - Medium user impact as it helps users make informed decisions.

Dependencies- Depends on Exploring Cinematic Events.

SNACKS AND DRINKS

Business value - Low business value as it is an additional feature of the app.

User impact - Low user impact as it provides extra convenience but is not essential for using the app.

Dependencies - Depends on User Login.

VIEWING SNACKS MENU

Business value - Low business value as it is an additional feature of the app.

User impact - Low user impact as it provides extra convenience but is not essential for using the app.

Dependencies- Depends on Snacks and Drinks.

VIEWING DRINKS MENU

Business value - Low business value as it is an additional feature of the app.

User impact -Low user impact as it provides extra convenience but is not essential for using the app.

Dependencies- Depends on Snacks and Drinks.

CHANGING PROFILE PHOTO

Business value - Low business value as it is not essential.

User impact - Medium user impact as it allows users to personalize their account.

Dependencies- Depends on User Profile Navigation.

Critical Features*:*

- **USER REGISTRATION** (No Dependencies)
- **USER LOGIN** (Depends on User Registration)
- **VIEWING CINEMAS** (Depends on User Login)
- **SELECTING A CINEMA** (Depends on Viewing Cinemas)
- **VIEWING CINEMA DETAILS** (Depends on Selecting a Cinema)
- **SELECTING A MOVIE** (Depends on Viewing Cinema Details)
- **MOVIE DETAILS** (Depends on Selecting a Movie)
- **SHOWTIMES** (Depends on Details of a Movie)
- **SELECTING A SHOWTIME** (Depends on Showtimes)
- **SELECTING SEATS** (Depends on Selecting a Showtime)
- **BOOKING TICKETS** (Depends on Selecting Seats)
- **PAYMENT** (Depends on User Login, Selecting a Cinema, Movie Selection)
- **BOOKING CONFIRMATION** (Depends on Booking Tickets)

Enhancements and Additional Features:

- **SEARCH FOR MOVIES** (Depends on User Login)
- **VIEW MOVIE LIST** (Depends on Search for Movies
- **USER PROFILE NAVIGATION** (Depends on User Login)
- **VIEWING PERSONAL INFORMATION** (Depends on User Profile Navigation)
- **CHANGING PASSWORD** (Depends on User Profile Navigation)
- **LOGGING OUT** (Depends on User Profile Navigation)
- **EXPLORING CINEMATIC EVENTS** (Depends on Viewing Cinema Details)
- **CINEMATIC EVENTS DETAILS** (Depends on Exploring Cinematic Events)
- **SNACKS AND DRINKS** (Depends on User Login)
- **VIEWING SNACKS MENU** (Depends on Snacks and Drinks)
- **VIEWING DRINKS MENU** (Depends on Snacks and Drinks)
- **CHANGING PROFILE PHOTO** (Depends on User Profile Navigation)

4. USER STORIES

4.1 USER REGISTRATION

As a new user, I want to register for an account so that I can book cinema tickets.

Acceptance criteria:

- User fills in their details in the “Username”, “Email”, and “Password” fields. All fields are mandatory.

- System checks the validity of entered data after the user clicks on the “Submit” button.

- If the user data is valid, the registration is successful, and a confirmation email is sent to the user.

- If the user data is not valid, the registration is unsuccessful, and the user is displayed one of the following messages:

  - “*The format of the email address is not correct*” if the system did not recognize the email address format.
  - “*Username already exists*” if the system finds a match for the entered username with one of the existing users.
  - “*Password does not meet requirements*” if the entered password does not meet the specified password requirements.
  - “*Service is not available, please try again later*” if the system cannot act due to any technical reason.
  - *"No internet connection. Please check your connection and try again."* if the system cannot proceed with user registration due to the app being offline or the device not being connected to the internet.

  In these cases*, the* user still sees the Registration fields.
  After successful registration, the user is redirected to the *“Login page”.*

4.2 USER LOGIN

As a registered user, I want to log in to my account so that I can manage my bookings and customize my movie preferences.

Acceptance criteria:

- User enters their “Username” and “Password”. Both fields are mandatory.

- System checks the validity of entered data after the user clicks on the "Submit" button.

- After a successful login, the user is redirected to a page displaying a comprehensive list of all cinemas (another user story – *Viewing cinemas*), allowing them to conveniently explore and book tickets across various cinema options.

- If the user data is not valid, the login is unsuccessful, and the user is displayed one of the following messages:

  - "*The format of the username is not correct*" if the system does not recognize the username format.
  - "*Wrong username*" if the system couldn't match the entered username with one of the existing users.
  - "*Wrong password*" if the entered password does not match the provided username.
  - "*Service is not available, please try again later*" if the system cannot act due to any technical reason.
  - *"No internet connection. Please check your connection and try again"* if the system cannot verify the entered credentials due to the app being offline or the device not being connected to the internet.

  In these cases, the user still sees the Login fields.

4.3 VIEWING CINEMAS

As a registered user, I want to view all available cinemas so that I can choose where to watch a movie.

Acceptance criteria:

- System attempts to fetch and display a list of all available cinemas.

- If the system successfully fetches the cinema list:

  -Each cinema listing includes essential details such as the cinema name and location.

  -Users can scroll through the list to view all cinemas.

- If the system cannot fetch the cinema list due to any technical reason, such as a poor internet connection:

  - The user is shown an error message: *"Service is not available, please try again later."*

  The user still has the option to retry fetching the cinema list.

- If the system cannot fetch the cinema list due to the app being offline or the device not being connected to the internet:

  -The user is shown an error message: *"No internet connection. Please check your connection and try again."*

- The user has the option to check their connection and retry once the device is back online.

4.4 SELECTING CINEMA

After "Viewing cinemas, now the user can select cinema.

As a registered user, I want to select a cinema so that I can see the detailed location of the cinema and a brief description of the cinema.

Acceptance criteria:

- User selects a cinema from the list by clicking on the cinema name.

- System recognizes the user's selection and navigates to the selected cinema's page.

The selected cinema's page displays the cinema's location and a list of available showtimes. (this is another user story - *Viewing Cinema Details*)

- If the system cannot recognize the selection due to any technical reason, such as a poor internet connection, the user is shown an error message: "*Service is not available, please try again later."*

- If the system cannot recognize the selection due to the app being offline or the device not being connected to the internet, the user is shown an error message: *"No internet connection. Please check your connection and try again."*

- The user has the option to retry selecting a cinema once the device is back online.

4.5 VIEWING CINEMA DETAILS

As a registered user, I want to view a list of available movie projections at the cinema, along with a short detail about the movie so that I can make informed decisions and choose the movie that best suits my preferences.

Acceptance criteria:

- System displays a detail about the selected cinema, like location and working hours in a box.
- The available movie projections are listed on the “Viewing Cinema Details” page.
- Each movie projection listing includes the movie's name, director, and genre.
- User can scroll through the list to view movie projections available.
- If the system is unable to retrieve the movie projections due to technical issues, such as a poor internet connection, the user is presented with an error message: *"Service is not available, please try again later."*
- If the app is offline or the device is not connected to the internet, and the system cannot fetch the available movie projections, the user is presented with an error message: *"No internet connection. Please check your connection and try again."*
- The user has the option to retry viewing cinema details once the device is back online.
- When the user already chooses to see the details about some cinema, there is a button for “Cinematic events”. When that button is clicked new page is opened (*Exploring cinematic events). “Exploring cinematic events “*is a new user story.
- On the "Viewing Cinema Details" page, after the user has selected a specific cinema, there is a button labeled " Snacks and Drinks." Clicking this button initiates a new user story and opens a dedicated page titled *"Exploring Snacks and Drinks."*

4.6 SELECTING A MOVIE

As a registered user, I want to select a movie so that I can book tickets for it.

Acceptance criteria:

- User selects a movie from the list by clicking on the movie name.
- System recognizes the user's selection and navigates to the selected movie's page (new user story – *"Movie details page")*
- If the system cannot recognize the selection due to any technical reason, such as a poor internet connection, the user is shown an error message: *"Service is not available, please try again later."*
- If the system cannot recognize the selection due to the app being offline or the device not being connected to the internet, the user is shown an error message: *"No internet connection. Please check your connection and try again."*
- The user has the option to retry selecting a movie once the device is back online.

4.7 MOVIE DETAILS PAGE

As a registered user, I want to see details about the movie I selected so that I can decide whether to book tickets for it.

Acceptance criteria:

- System displays the selected movie's page.
- The user can see detailed information about the movie, including the name, actors, year of release, rating in the form of stars, director, genre, and brief information about the movie.
- If the system cannot display the movie details due to any technical reason, such as a poor internet connection, the user is shown an error message: *"Service is not available, please try again later."*

- If the system cannot display the movie details due to the app being offline or the device not being connected to the internet, the user is shown an error message: *"No internet connection. Please check your connection and try again."*

- The user has the option to retry accessing the movie details once the device is back online.

- There is a button at the end of the page. When the user clicks this button("showtimes"), it navigates to a new page, a new user story - *"Showtimes".*

4.8 SHOWTIMES

As a registered user, I want to view all showtimes for my selected movie so that I can choose when to watch it.

Acceptance criteria:

- User can scroll horizontally and vertically through the list to view all showtimes.

- If the system cannot fetch the showtimes due to any technical reason, such as a poor internet connection, the user is shown an error message: *"Service is not available, please try again later."*

- If the system cannot fetch the showtimes due to the app being offline or the device not being connected to the internet, the user is shown an error message: *"No internet connection. Please check your connection and try again."*

- User has the option to retry viewing showtimes once the device is back online.

- If the user intends to choose a specific showtime, the action of selecting it will navigate them to a new page, constituting a distinct user story -*"Selecting a Showtime."*

4.9 SELECTING A SHOWTIME

As a registered user, I want to select a showtime so that I can book tickets for that time.

Acceptance criteria:

- User selects a showtime from the list by clicking on the showtime.
- System recognizes the user's selection and highlights the selected showtime.
- If the system successfully recognizes the selection, the user can proceed to select seats for the selected showtime. That is the new user story *"Selecting Seats".*
- If the system cannot recognize the selection due to any technical reason, such as a poor internet connection, the user is shown an error message: *"Service is not available, please try again later."*
- If the system cannot recognize the selection due to the app being offline or the device not being connected to the internet, the user is shown an error message: *"No internet connection. Please check your connection and try again."*
- The user has the option to retry selecting a showtime once the device is back online.
- Upon selecting showtime from the list by clicking on it, the user is seamlessly directed to a new page titled *"Selecting Seats*." This new user story, "Selecting Seats," enables users to choose their preferred seats for the selected showtime.

4.10 SELECTING SEATS

As a registered user, I want to select my preferred seats so that I can have the best movie-watching experience.

Acceptance criteria:

- System displays a layout of the cinema hall with all available seats.
- The user clicks on the desired seats to indicate their preferences during the seat selection process.
- If the system successfully recognizes the selection, the user can proceed to book tickets for the selected showtime. However, this will be a new page, another user story – *"Booking tickets".*
- Upon successful recognition of the user's seat selection, the system opens a new page, initiating a new user story "Booking Tickets." Where the user can proceed to book tickets for the selected seats and selected showtime.
- If the system cannot recognize the selection due to any technical reason, such as a poor internet connection, the user is shown an error message: *"Service is not available, please try again later."*
- If the system cannot recognize the selection due to the app being offline or the device not being connected to the internet, the user is shown an error message: "*No internet connection. Please check your connection and try again."*
- User has the option to retry selecting seats once the device is back online.
- If the user clicks on the button "Reserve seats ", seats will be saved, and a new page will be opened – "Booking tickets" and that is a new user story.

4.11 BOOKING TICKETS

As a registered user, I want to book tickets for my selected movie, showtime, and seats so that I can secure my movie experience.

Acceptance criteria:

- System displays a summary of the user's selection, including the movie name, showtime, and selected seats.

- User confirms their selection by clicking on the "Book Ticket" button.

- If the system successfully recognizes the confirmation, a new user story "Payment" is initiated. In this step, the user is directed to a new page where they can proceed to make a payment to secure their booking.

4.12 PAYMENT

As a registered user, I want to pay for my booked tickets so that I can confirm my booking.

Acceptance criteria:

- System displays a summary of the user's booking, including the movie name, showtime, selected seats, and total cost.

- User enters their payment details in the provided fields, including:

- Card Number: The 16-digit number found on the front of the credit or debit card.

- Cardholder Name: The name as it appears on the front of the card.

- Expiration Date: The date when the card expires, typically found on the front of the card.

- Security Code (CVV): The 3-digit number found on the back of the card.

All fields are mandatory.

- System validates the entered payment details when the user clicks on the “Pay” button.

- If the payment details are valid and the payment is successful, the user is shown a confirmation message: “Payment successful. “

- If the payment details are not valid or the payment is unsuccessful, the user is shown an error message: *“Payment unsuccessful. Please check your payment details and try again*.” This includes the following scenarios:

- If the user enters a card number that is not 16 digits long, the system displays an error message: *“Invalid card number. Please enter a 16-digit card number.”*

-If the user leaves the Cardholder Name field blank, the system displays an error message: *“Cardholder name is required. Please enter the name as it appears on your card.”*

-If the user enters an expired date or a date in the wrong format in the Expiration Date field, the system displays an error message: *“Invalid expiration date. Please enter a valid expiration date.”*

-If the user enters a CVV that is not 3 digits long, the system displays an error message: “Invalid security code. Please enter the 3-digit security code found on the back of your card.”

- If the system cannot process the payment due to any technical reason, such as a poor internet connection, the user is shown an error message: *“Service is not available, please try again later.”*

- If the system cannot process the payment due to the app being offline or the device not being connected to the internet, the user is shown an error message: *“No internet connection. Please check your connection and try again.”*

- The user has the option to retry making a payment once the device is back online.

- In all these cases, the user will still see the payment fields and can correct their information. After successful payment, the user will be redirected to the "*Booking confirmation page".*

- If the payment is unsuccessful due to any reason, the user will stay on the payment page and can retry making a payment.

4.13 BOOKING CONFIRMATION

As a registered user, I want to receive a booking confirmation so that I can be sure my booking was successful.

Acceptance criteria:

- System generates a booking confirmation after the user has successfully made a payment for their booking. The booking confirmation includes details such as the movie name, showtime, selected seats, total cost, and a unique booking ID.

Details that are shown:

-Movie Name: The name of the movie that has been booked.

-Showtime: The date and time of the movie showing.

-Selected seats: The specific seats that have been booked for the movie. This could be displayed as a list of seat numbers or a visual representation of the seating layout with the booked seats highlighted.

-Total cost: The total cost of the booking, including the price of each ticket and any additional charges such as booking fees or taxes.

-Booking ID: A unique identifier for the booking. This can be used for future reference or any customer service needs.

- If the system cannot generate a booking confirmation due to any technical reason, such as a poor internet connection, the user is shown an error message: *"Service is not available, please try again later."*

- If the system cannot generate a booking confirmation due to the app being offline or the device not being connected to the internet, the user is shown an error message: *"No internet connection. Please check your connection and try again."*

- The user has the option to retry accessing the booking confirmation once the device is back online.

4.14 SEARCH FOR MOVIES

As a registered user, I want to be able to search for movies so that I can quickly find what I'm looking for.

Acceptance criteria:

- User types in their search query in the "Search" text box.

- System checks the validity of entered data after the user clicks on the "Search" button.

- If the user data is valid, the search is successful and a list of movies matching the search query is displayed to the user.

- If the user data is not valid, the search is unsuccessful, and the user is displayed one of the following messages:

- *"The format of the search query is not correct"* if the system did not recognize the search query format.

- *"No results found*" if the system could not match the entered search query with any of the existing movies.

- *"Service is not available, please try again later"* if the system cannot act due to any technical reason.

- In all these cases, the user still sees the Search field.

- Each movie in the search results includes a “View Movie List” button which redirects them to the Movie Details page. This is a new user story.

4.15 VIEW MOVIE LIST

As a registered user, I want to be able to view a comprehensive list of all movies currently being shown in all cities and cinemas based on my search query.

Acceptance criteria:

- System retrieves and displays a list of all movies currently being shown in all cities and cinemas.

- The list includes essential details about each movie, such as the movie’s name and the cinema in which the movie is showing.

- Each movie in the list includes a “Details” button which redirects them to the “Movie details” page.

- If the system cannot display the movie list due to any technical reason, such as a poor internet connection, the user is shown an error message: *“Service is not available, please try again later.”*

- If the system cannot display the movie list due to the app being offline or the device not being connected to the internet, the user is shown an error message: *“No internet connection. Please check your connection and try again.”*

- The user has the option to retry viewing the movie list once the device is back online.

4.16 USER PROFILE NAVIGATION

As a registered user, I want easy access to my profile settings, providing a centralized location for managing my account-related actions.

Acceptance criteria:

- On the right side of the app interface, there is a visible "Profile" option.

- Clicking on the "Profile" option navigates the user to a dedicated profile page displaying various account management categories:

Personal Information

Users can conveniently manage their personal information, including their name and email address, ensuring that their profile reflects accurate and up-to-date details.

Profile Photo

A "Change Profile Photo" button allows users to effortlessly update their profile picture, providing a personalized touch to their account. Under the "Profile Photo" category on the profile page, there is a "Change Profile Photo" button. Clicking the "Change Profile Photo" button opens a prompt, which is another user story *"Changing Profile Photo"* to upload or select a new profile picture.

Security

Under the "Security" category on the profile page, there is a "Change Password" button. Clicking the "Change Password" button opens a section where the user can enter their current password and set a new one.

Logout

For added convenience and privacy, users have the option to log out seamlessly, allowing them to control their session and protect their accounts from unauthorized access. Within the "Logout" category on the profile page, users can find a "Logout" button, and clicking it logs them out of their account.

- If the user cannot navigate to the profile page due to any technical reason, such as a poor internet connection, the user is shown an error message: *"Service is not available, please try again later."*

- If the system cannot navigate due to the app being offline or the device not being connected to the internet, the user is shown an error message: *"No internet connection. Please check your connection and try again."*

- The user has the option to retry to navigate to the profile page once the device is back online. This ensures that users can complete their actions once the connection is restored.

4.17 VIEWING PERSONAL INFORMATION

As a registered user, I want the ability to view and, if necessary, update my personal information to ensure accurate account details.

Acceptance criteria:

- On the profile page, under the *"Personal Information"* category, the user's name and email address are displayed.

- Next to the displayed information, there is an *"Edit"* button.

- Clicking the "Edit" button opens a section where the user can update their name and email address.

- After editing, the user clicks a *"Save Changes*" button to confirm the updates.

- If the user chooses not to edit, they can simply navigate back without making changes.

- If the system cannot load or save the changes due to any technical reason, such as a poor internet connection, the user is shown an error message: *“Service is not available, please try again later.”*

- If the system cannot load or save due to the app being offline or the device not being connected to the internet, the user is shown an error message: *“No internet connection. Please check your connection and try again.”*

- User has the option to retry to update their personal information once the device is back online.

4.18 CHANGING PASSWORD

As a registered user, I want the ability to change my account password for security reasons or routine updates.

Acceptance criteria:

- The system validates the entered passwords for correctness and security.

- If the entered passwords do not meet the security requirements (e.g., not strong enough), the system displays an error message: *"Password must be at least 8 characters long and include a mix of letters, numbers, and symbols."*

- If the new password is the same as the current password, the system displays an error message: *"New password must be different from the current password."*

- If the user attempts to change the password without entering the current password, the system displays an error message: *"Please enter your current password for verification."*

- After successfully changing the password, the user receives a confirmation message: *"Password successfully changed."*

- If there are issues with the password change (e.g., incorrect current password), appropriate error messages are displayed:

- If the entered current password is incorrect, the system displays an error message: *"Incorrect current password. Please enter the correct current password."*

- If there is an issue with the new password that prevents the change, the system provides specific error messages based on the nature of the issue (e.g., a reused password): *"Unable to change password. Ensure your new password meets the security requirements and is not the same as your previous passwords."*

4.19 LOGGING OUT

As a registered user, I want an option to log out of my account to ensure security and privacy.

Acceptance criteria:

- System displays a confirmation prompt with two options: "Yes" and "No."

- If the user selects "No," they are returned to the previous step, maintaining their current session.

- If the user selects "Yes," the system proceeds with the logout process.

- If the system encounters any technical issue preventing the logout due to, for example, a poor internet connection, the user sees an error message: *"Service is not available, please try again later."*

- If the system cannot log out due to the app being offline or the device not being connected to the internet, the user is shown an error message: *"No internet connection. Please check your connection and try again."*

- After successful logout, the user is automatically redirected to the login page, ensuring a secure exit from the app.

4.20 EXPLORING CINEMATIC EVENTS

As a registered user, I want to explore special cinematic events (e.g., film festivals, and themed nights) so I can have a unique experience in cinema.

Acceptance criteria:

- The system displays a list of upcoming cinematic events, showcasing details such as the event name, date, location, and time. However, the brief description is not included in this view, as it is part of another user story *"Cinematic Event Details."*
- Each event in the list has a "Details" button. Clicking on this button to view more detailed information about the event is another user story *"Cinematic event details".*
- If the system cannot process the request due to the app being offline or the device not being connected to the internet, the user is shown an error message: *"No internet connection. Please check your connection and try again."*
- If the system is unable to generate the list of events due to a technical issue, the user is displayed the message: *"Service is not available, please try again later."*

4.21 CINEMATIC EVENTS DETAILS

As a registered user, I want to view detailed information about cinematic events so that I can decide which events I would like to attend.

Acceptance criteria:

- The system displays detailed information about the event, such as the detailed event description, date, location, any special features or guests, and the associated cost if applicable.
- If the system cannot display the event details due to the app being offline or the device not being connected to the internet, the user is shown an error message: *"No internet connection. Please check your connection and try again."*

- If the system is unable to display the event details due to a technical issue, the user is displayed the message: *“Service is not available, please try again later.”*

- User has the option to retry viewing event details once the device is back online.

4.22 SNACKS AND DRINKS

As a registered user, I want to have access to different categories such as snacks and drinks so that I can easily choose what I want to consume based on my preferences and needs.

Acceptance criteria:

- The system displays categories: snacks and drinks.

- If the system cannot display the snacks and drinks categories due to the app being offline or the device not being connected to the internet, the user is shown an error message: *“No internet connection. Please check your connection and try again.”*

- If the system is unable to display the snacks and drinks categories due to a technical issue, the user is displayed the message: *“Service is not available, please try again later.”*

- The user has the option to retry once the device is back online.

- Clicking on the "Snacks" category will open a new page titled *"Viewing Snack Options."* That is a new user story.

- Clicking on the "Drinks" category will result in opening a new page titled *"Viewing Drinks Menu*." That is a new user story.

4.23 VIEWING SNACKS MENU

As a registered user, I want to be able to view the snacks menu so that I can easily explore and choose from a variety of snacks available during my movie experience.

Acceptance criteria:

- The system displays a list of available food items along with their prices.
- If the system cannot display the food menu due to the app being offline or the device not being connected to the internet, the user is shown an error message: *"No internet connection. Please check your connection and try again."*
- If the system is unable to display the food menu due to a technical issue, the user is displayed the message: *"Service is not available, please try again later."*

4.24 VIEWING DRINKS MENU

As a user, I want to view the drinks menu at the cinema so that I can decide what to drink during the movie.

Acceptance criteria:

- The system displays a list of available drinks along with their prices.
- If the system cannot display the drinks menu due to the app being offline or the device not being connected to the internet, the user is shown an error message: "No internet connection. Please check your connection and try again."
- If the system is unable to display the drinks menu due to a technical issue, the user is displayed the message: "Service is not available, please try again later."

4.25 CHANGING PROFILE PHOTO

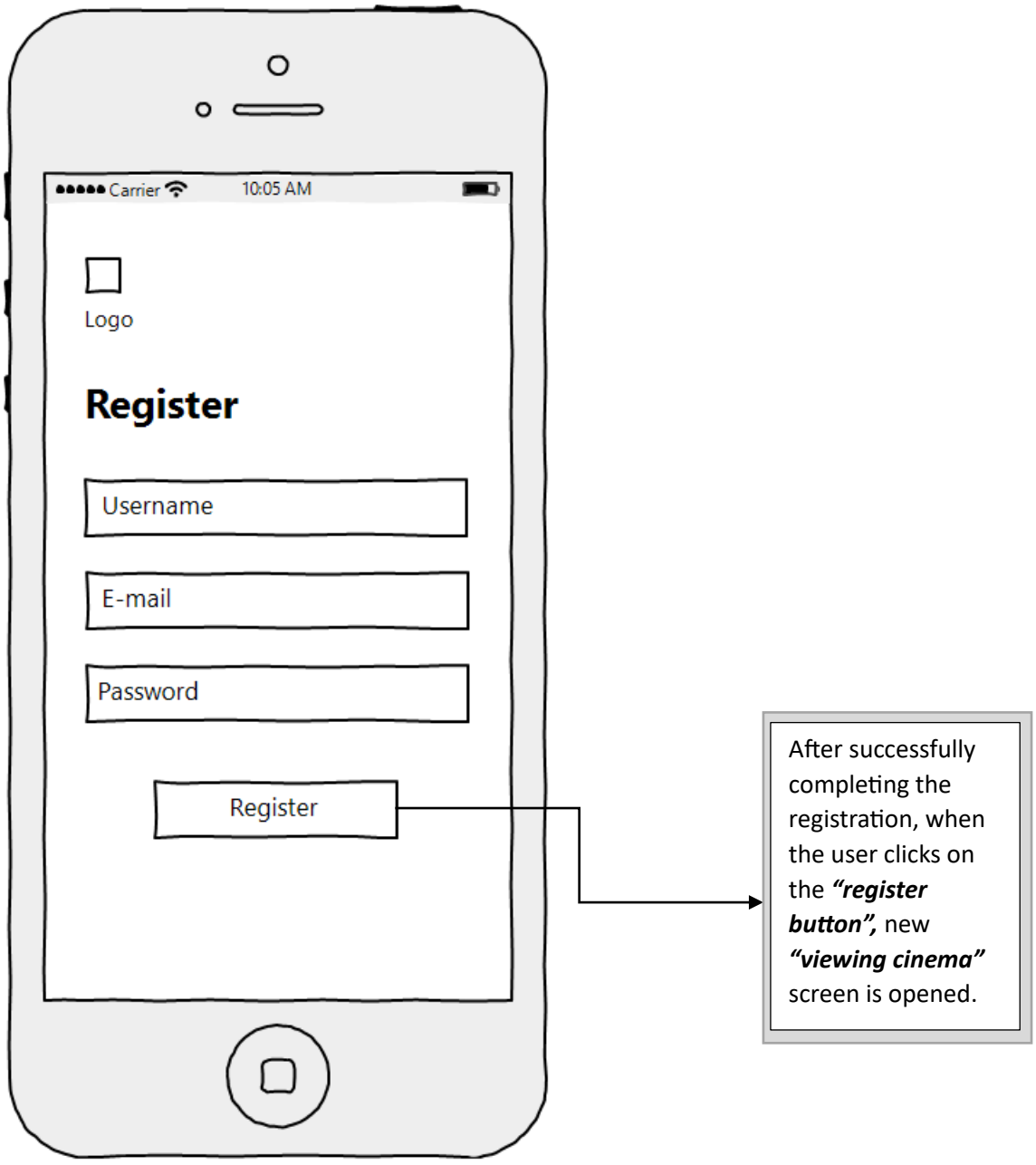
As a registered user, I want the option to change my profile photo, allowing for personalization and updates.

Acceptance criteria:

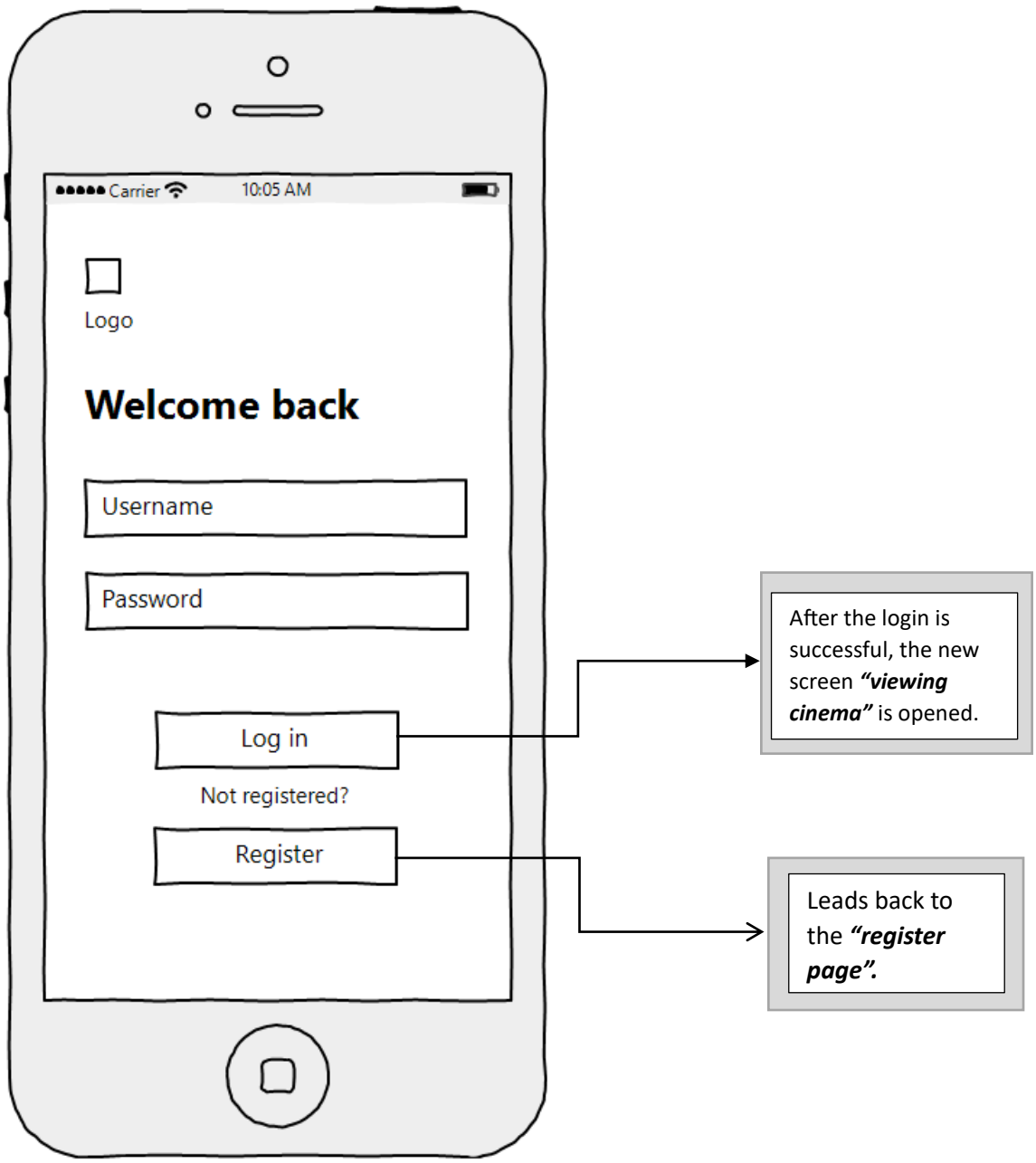
- The system opens a prompt for users to upload a new profile picture.
- When a user clicks on a circle, the system will open his gallery and then the user needs to select a photo.
- After selecting a new photo, the user clicks a "Save" button to add their photo to the profile.
- If the user decides not to add their profile photo, they can navigate back without making changes.
- If the system cannot load or save photos due to any technical reason, such as a poor internet connection, the user is shown an error message: “Service is not available, please try again later.”
- If the system cannot load or save due to the app being offline or the device not being connected to the internet, the user is shown an error message: “No internet connection. Please check your connection and try again.”
- The user has the option to retry to add the list once the device is back online.

5. WIREFRAMES

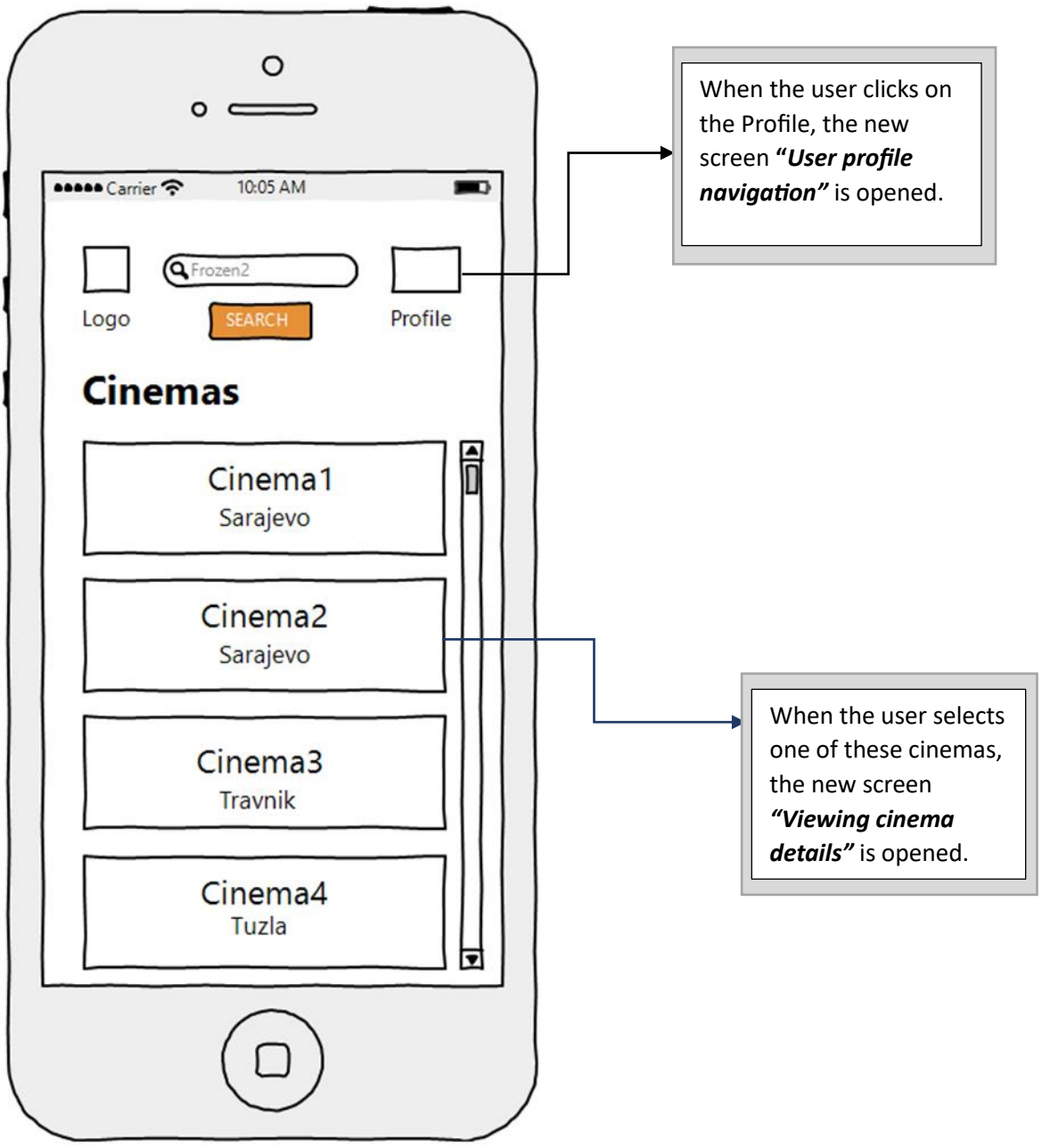
5.1 REGISTRATION



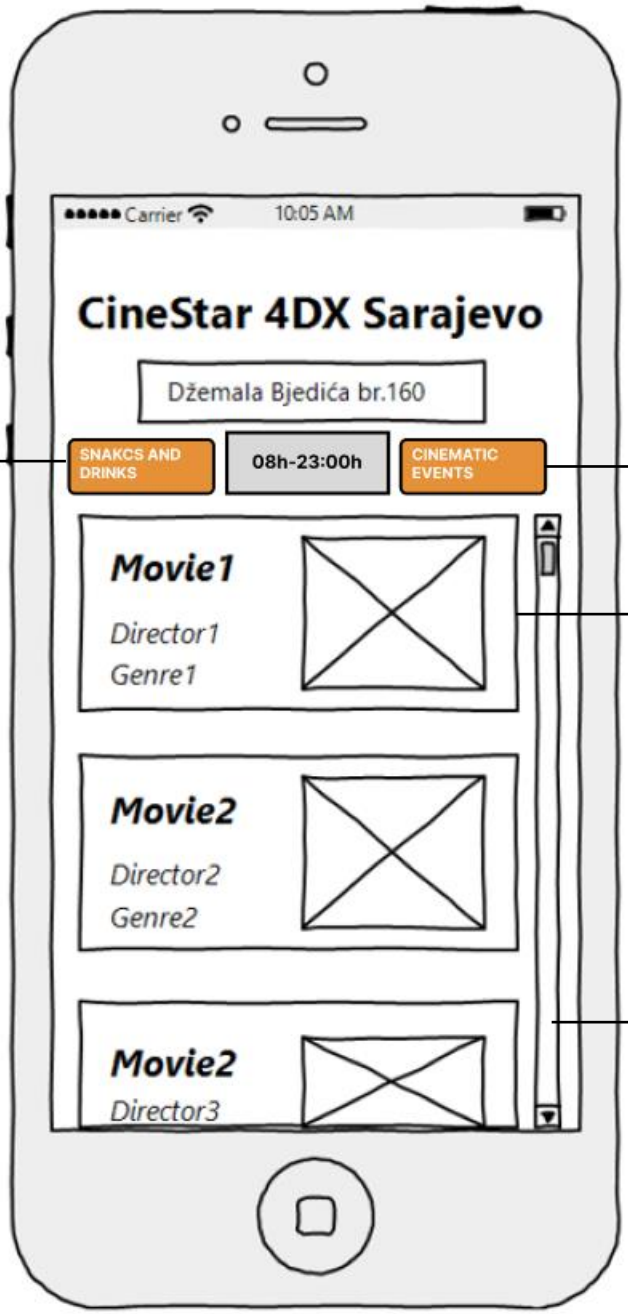
5.2 LOGIN


Carrier
10:05 AM
Logo
Welcome back
Username
Password
Log in
Not registered?
Register
After the login is successful, the new screen "viewing cinema" is opened.
Leads back to the "register page".

5.3 VIEWING CINEMA



5.4 VIEWING CINEMA DETAILS



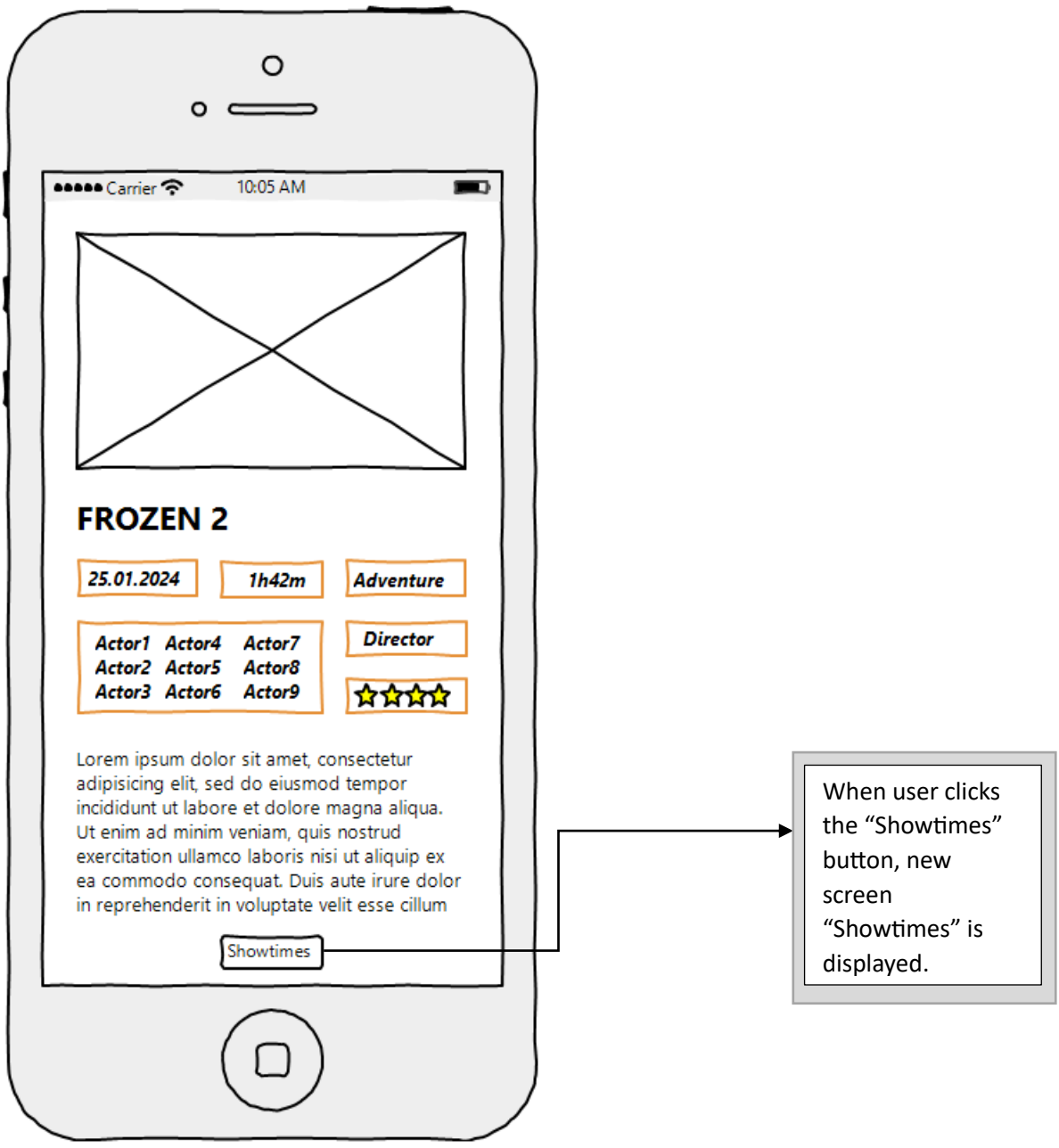
If the user clicks on the ***"Cinematic Events"*** button, the new page ***"Exploring Cinematic Events"*** is opened.

Registered user can select a movie, after the user selected a movie, new screen ***"Movie details page"*** is opened.

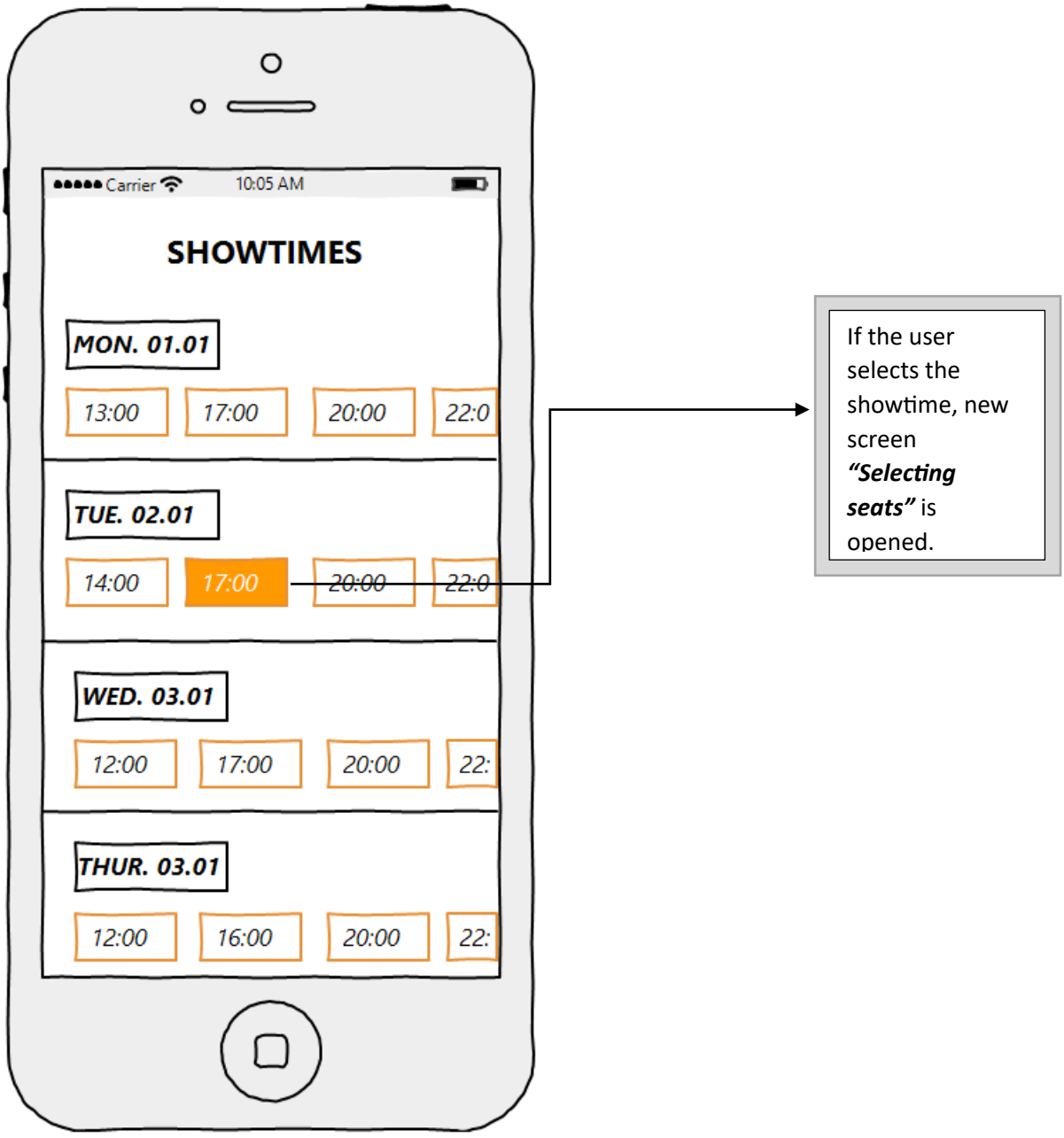
User can scroll down the movies.

When the user clicks on the ***" Snacks and Drinks"*** button, new screen ***"Snacks and Drinks"*** is opened.

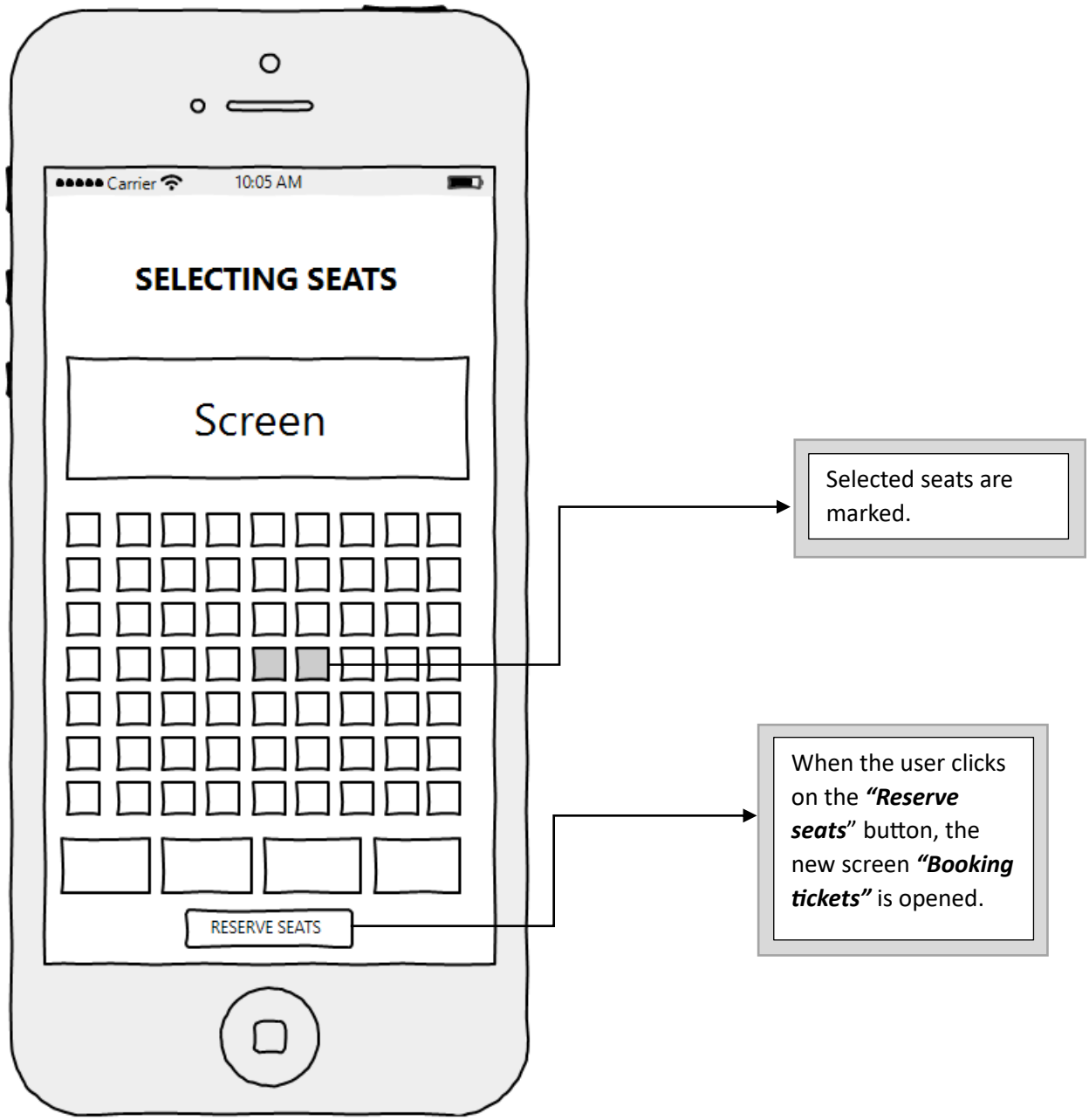
5.5 MOVIE DETAILS PAGE



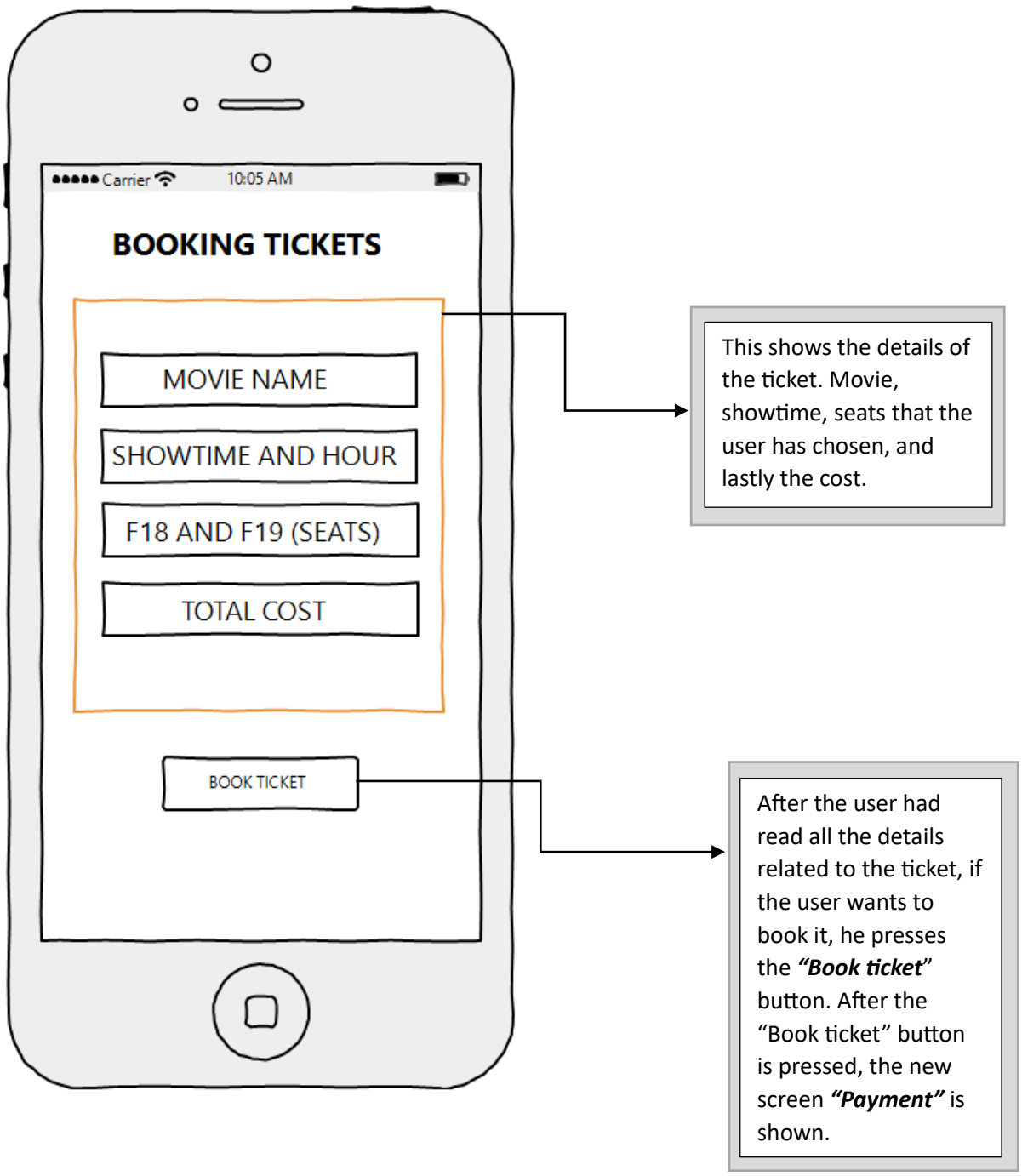
5.6 SHOWTIMES



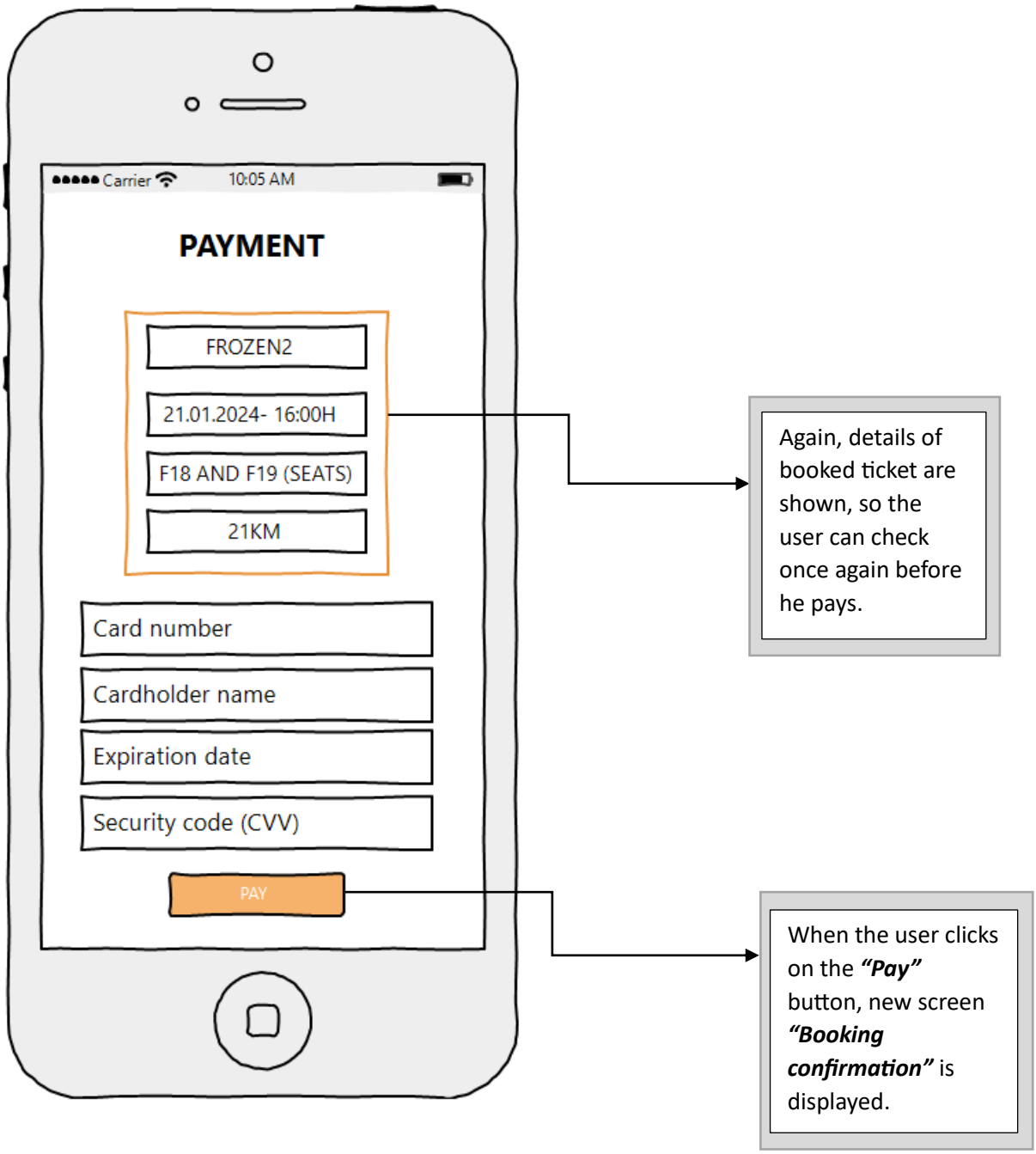
5.7 SELECTING SEATS



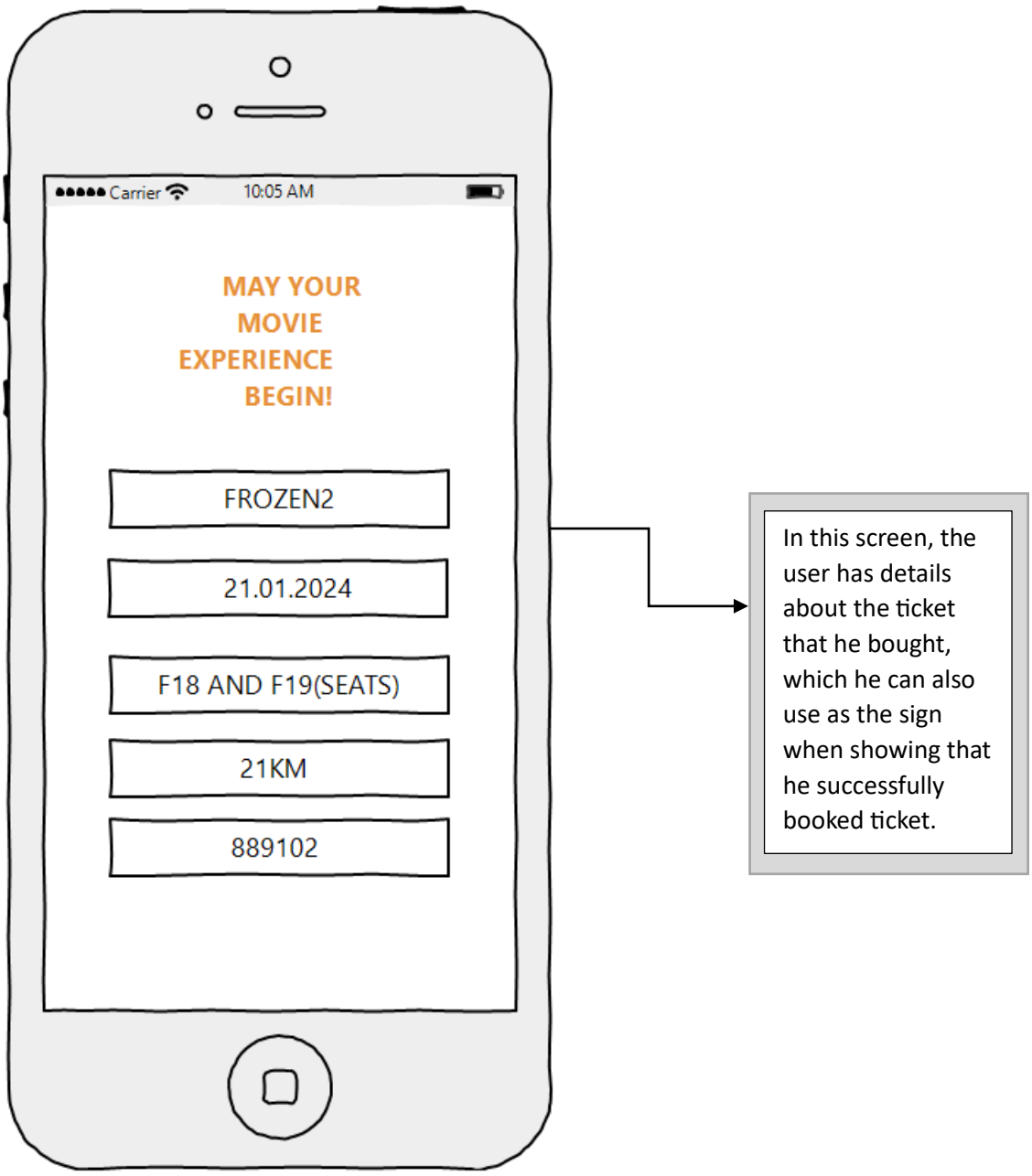
5.8 BOOKING TICKETS



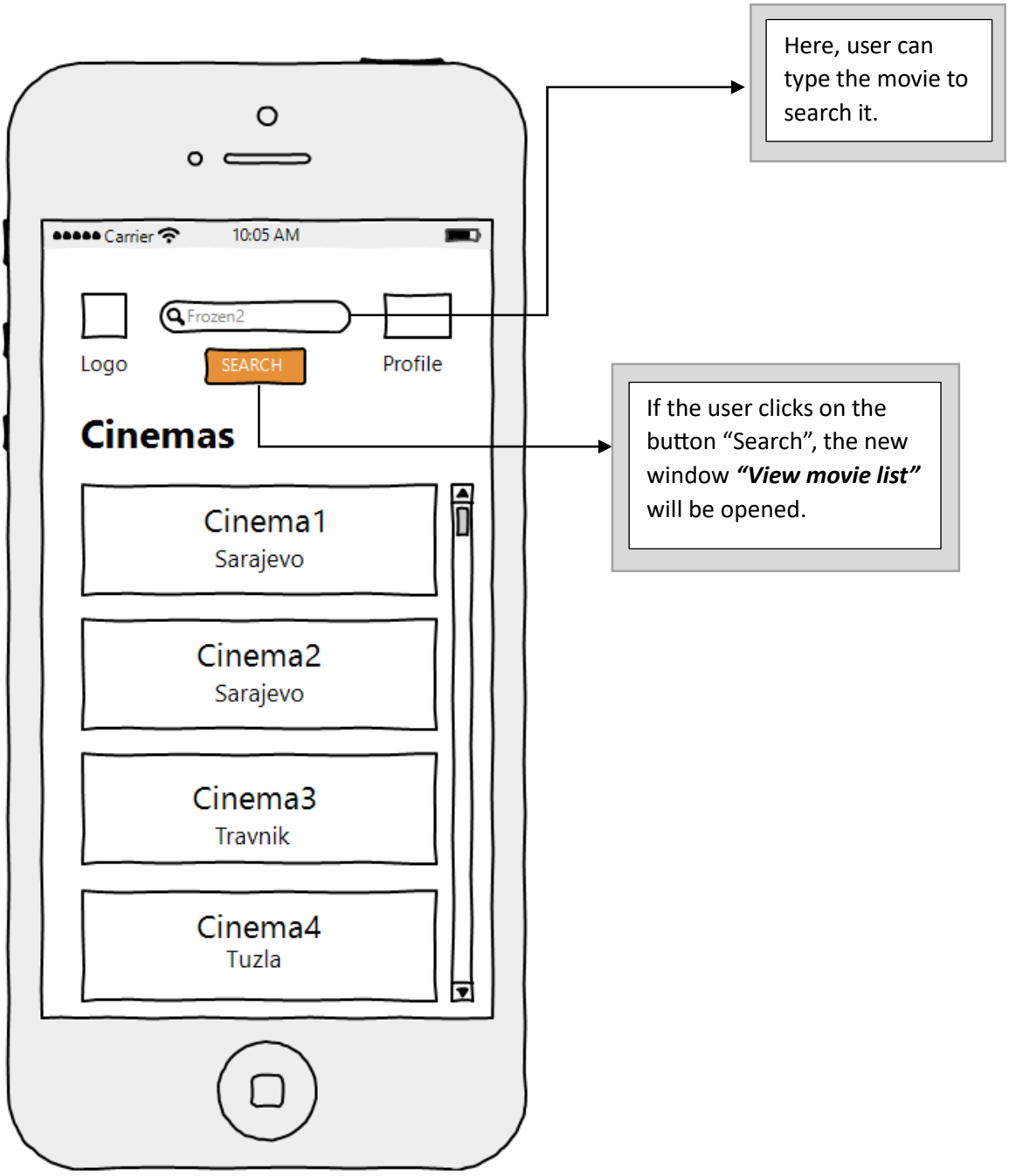
5.9 PAYMENT


Carrier
10:05 AM
PAYMENT
FROZEN2
21.01.2024- 16:00H
F18 AND F19 (SEATS)
21KM
Card number
Cardholder name
Expiration date
Security code (CVV)
PAY
Again, details of booked ticket are shown, so the user can check once again before he pays.
When the user clicks on the "Pay" button, new screen "Booking confirmation" is displayed.

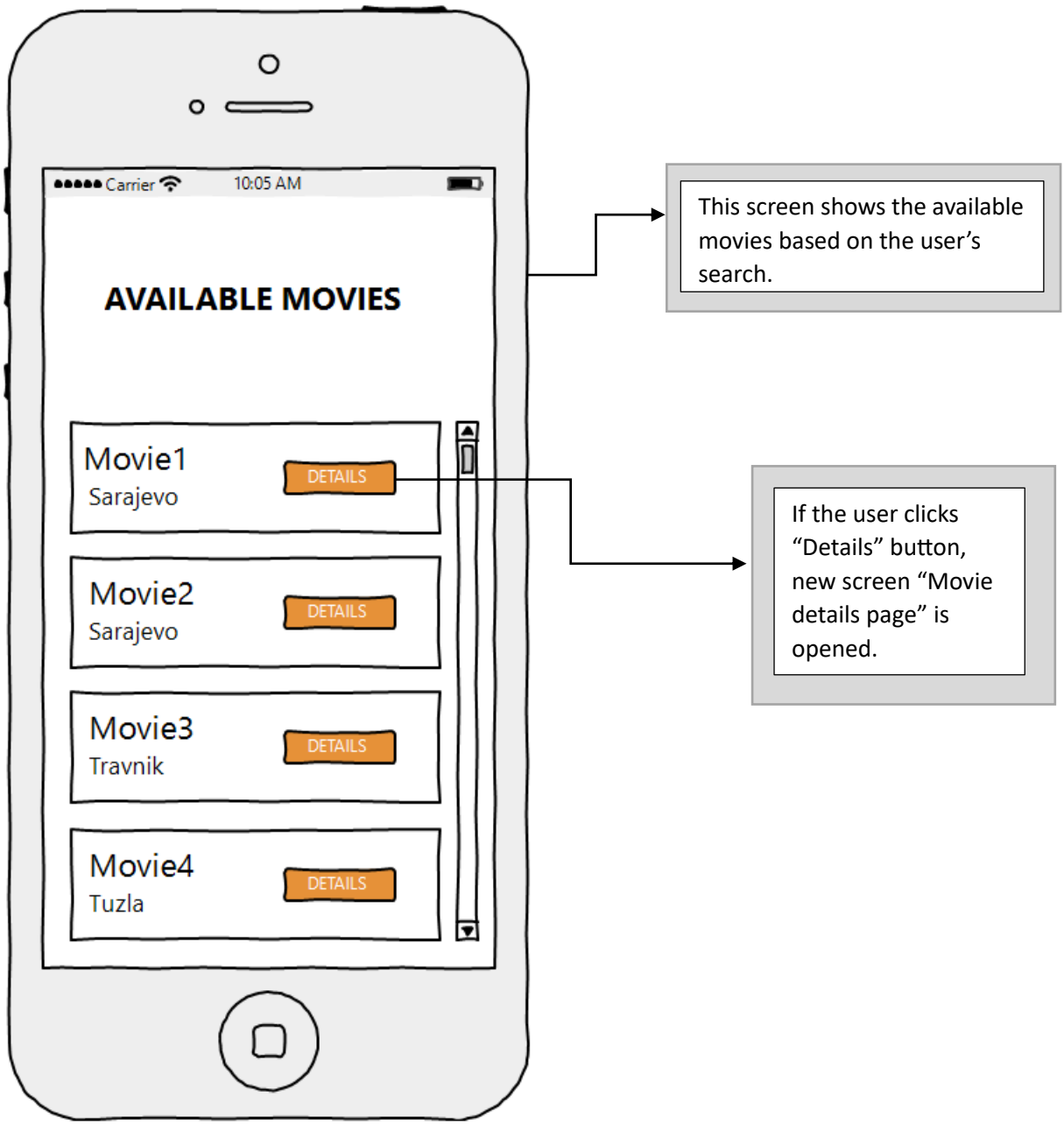
5.10 BOOKING CONFIRMATION



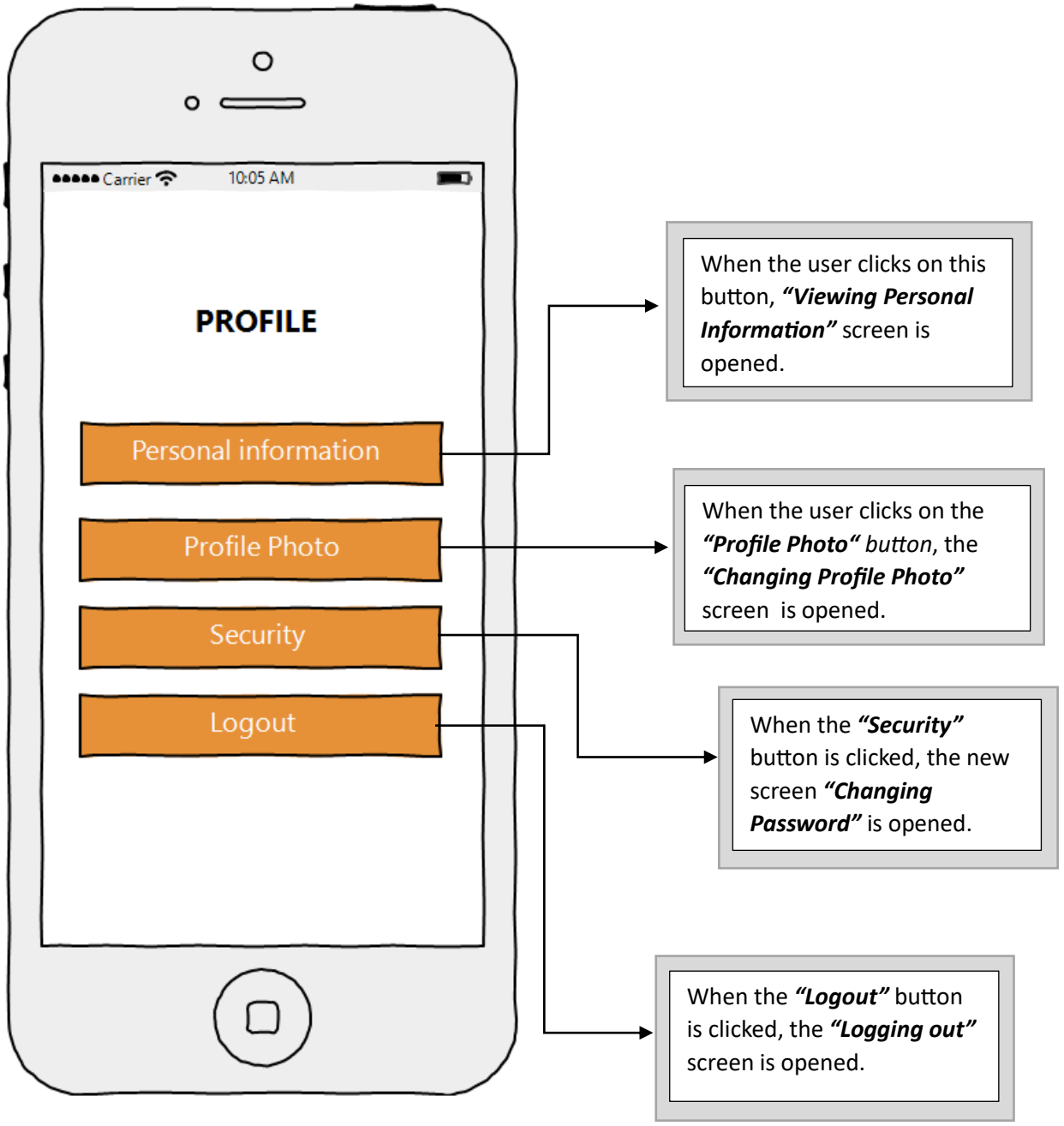
5.11 SEARCH FOR MOVIES



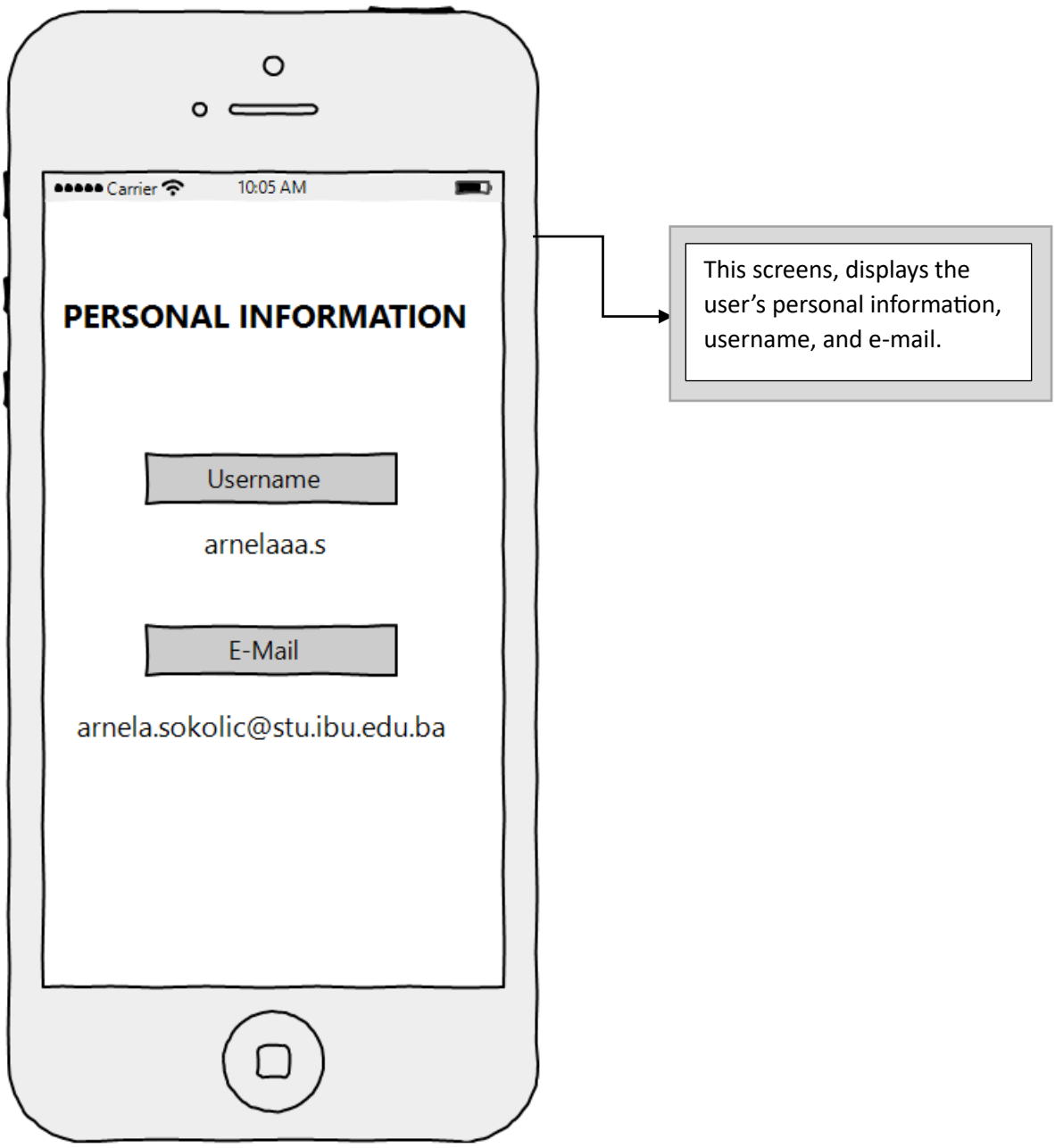
5.12 VIEW MOVIE LIST



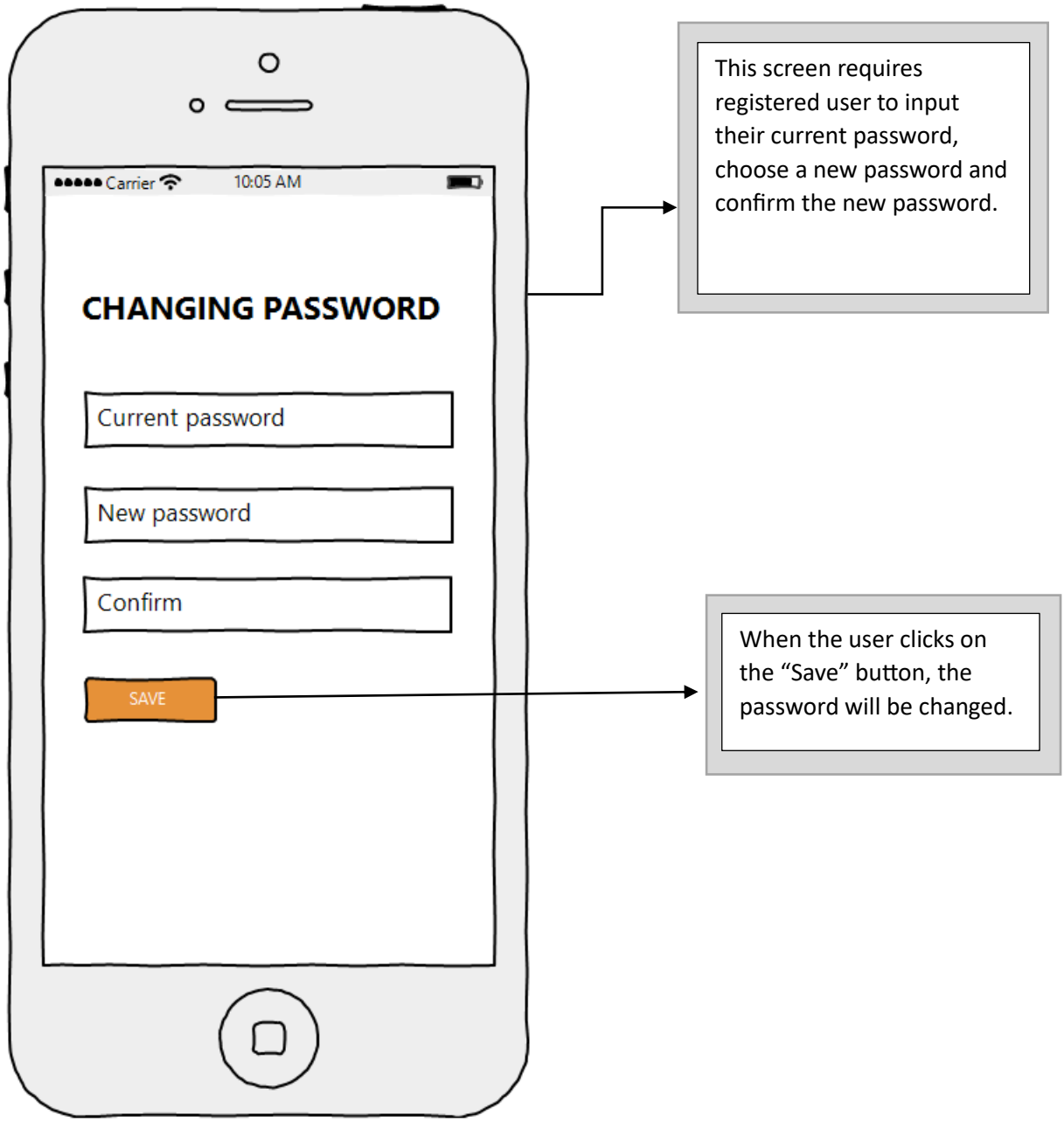
5.13 USER PROFILE NAVIGATION



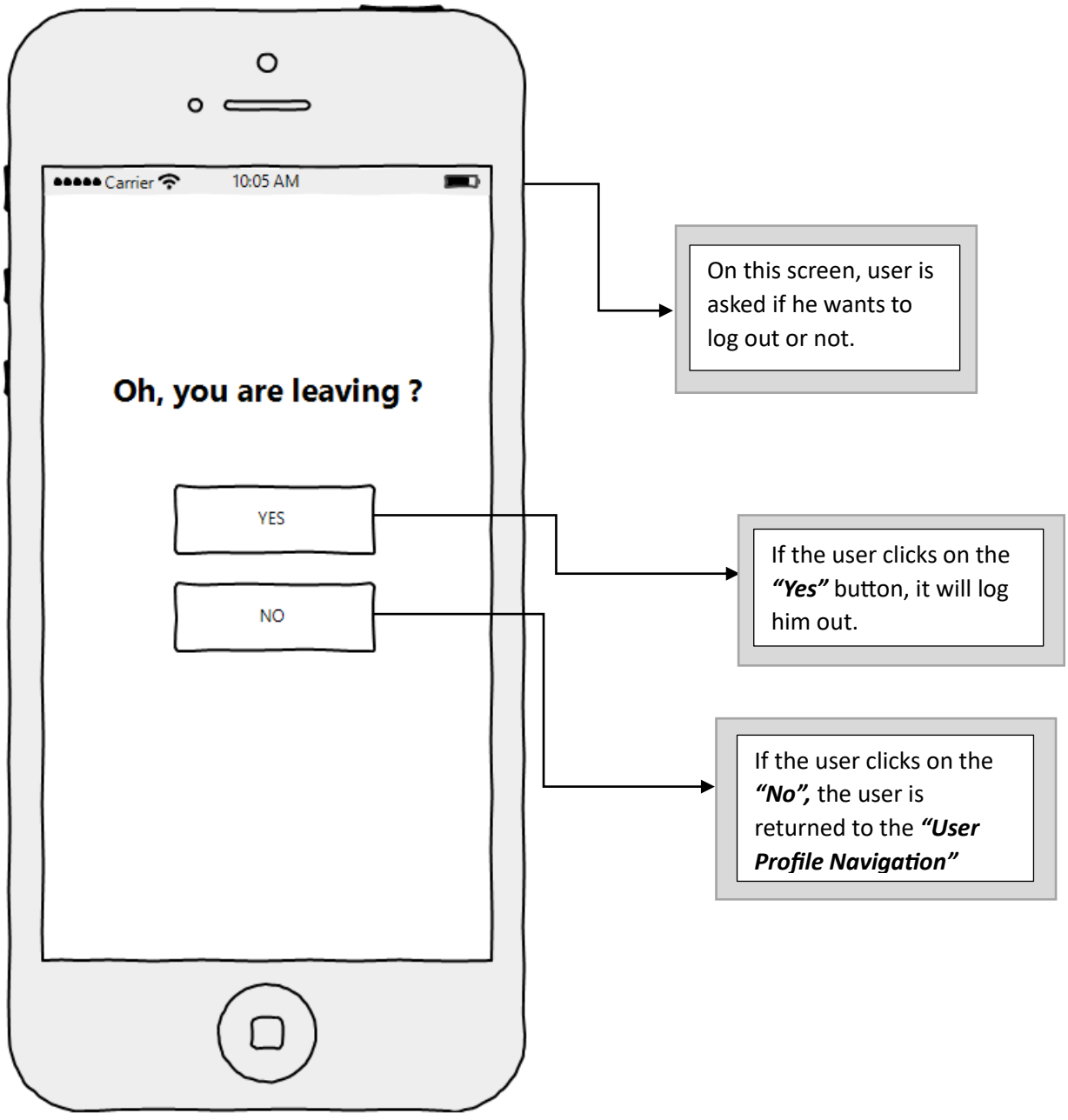
5.14 VIEWING PERSONAL INFORMATION



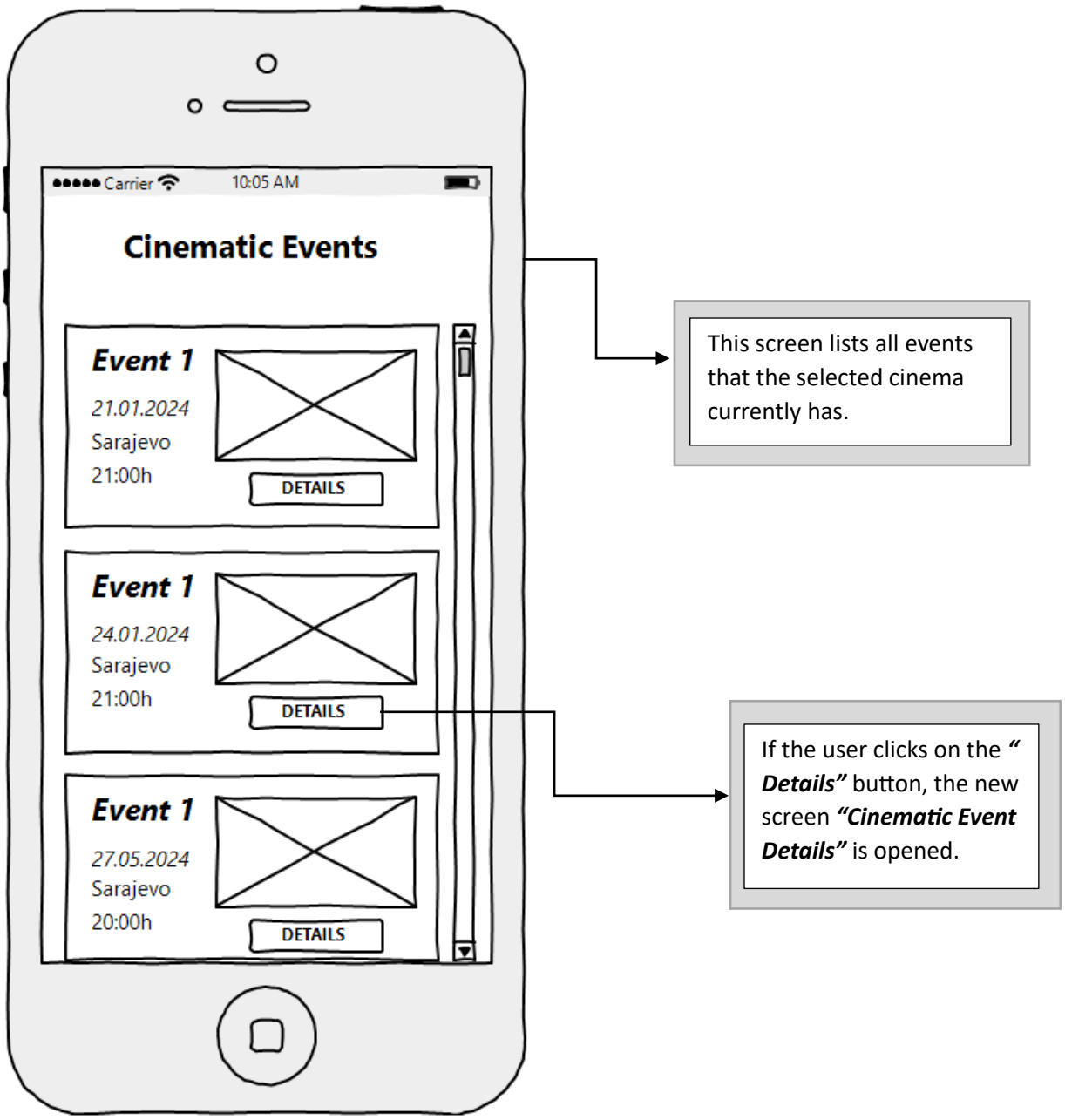
5.15 CHANGING PASSWORD



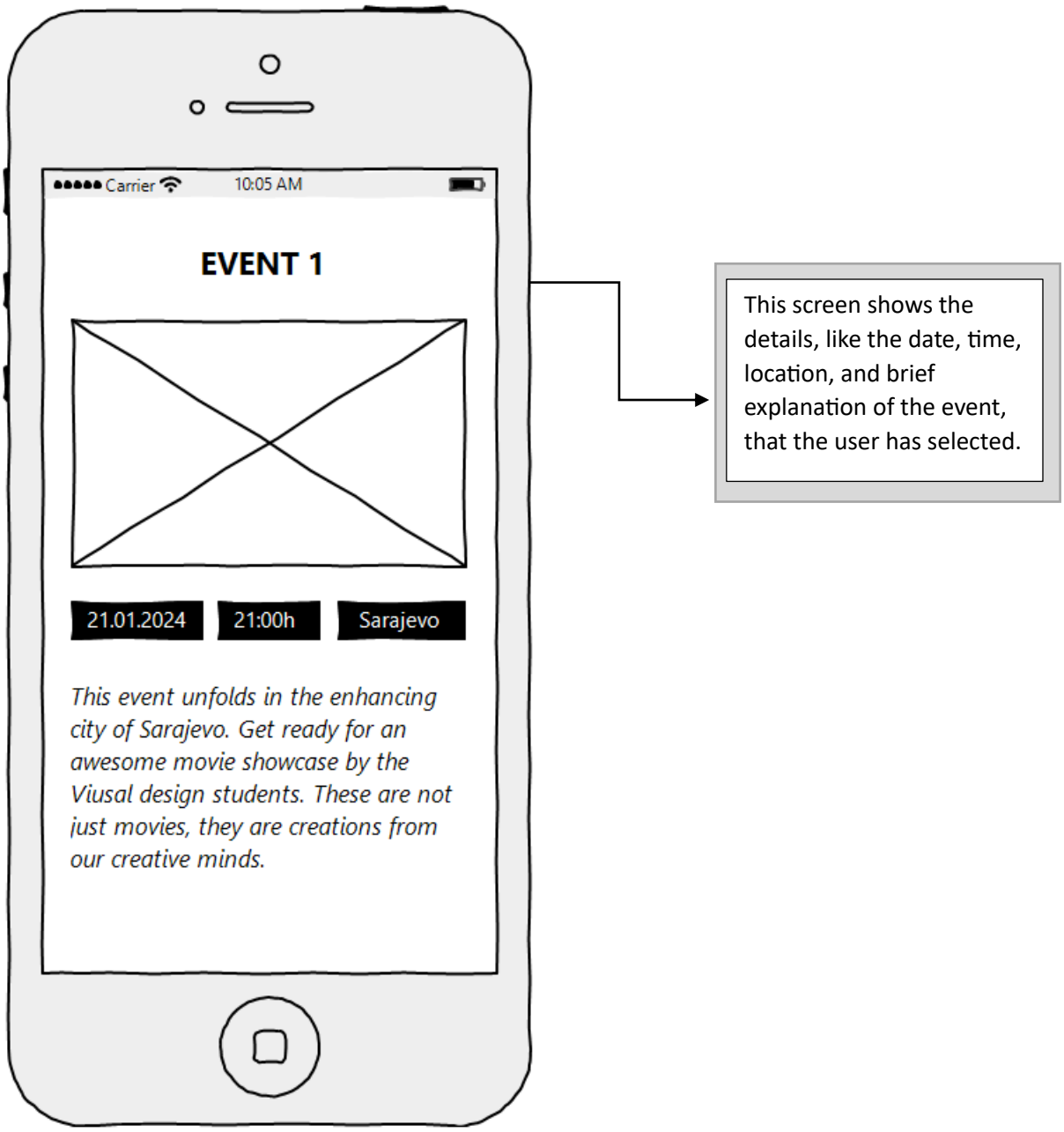
5.16 LOGGING OUT



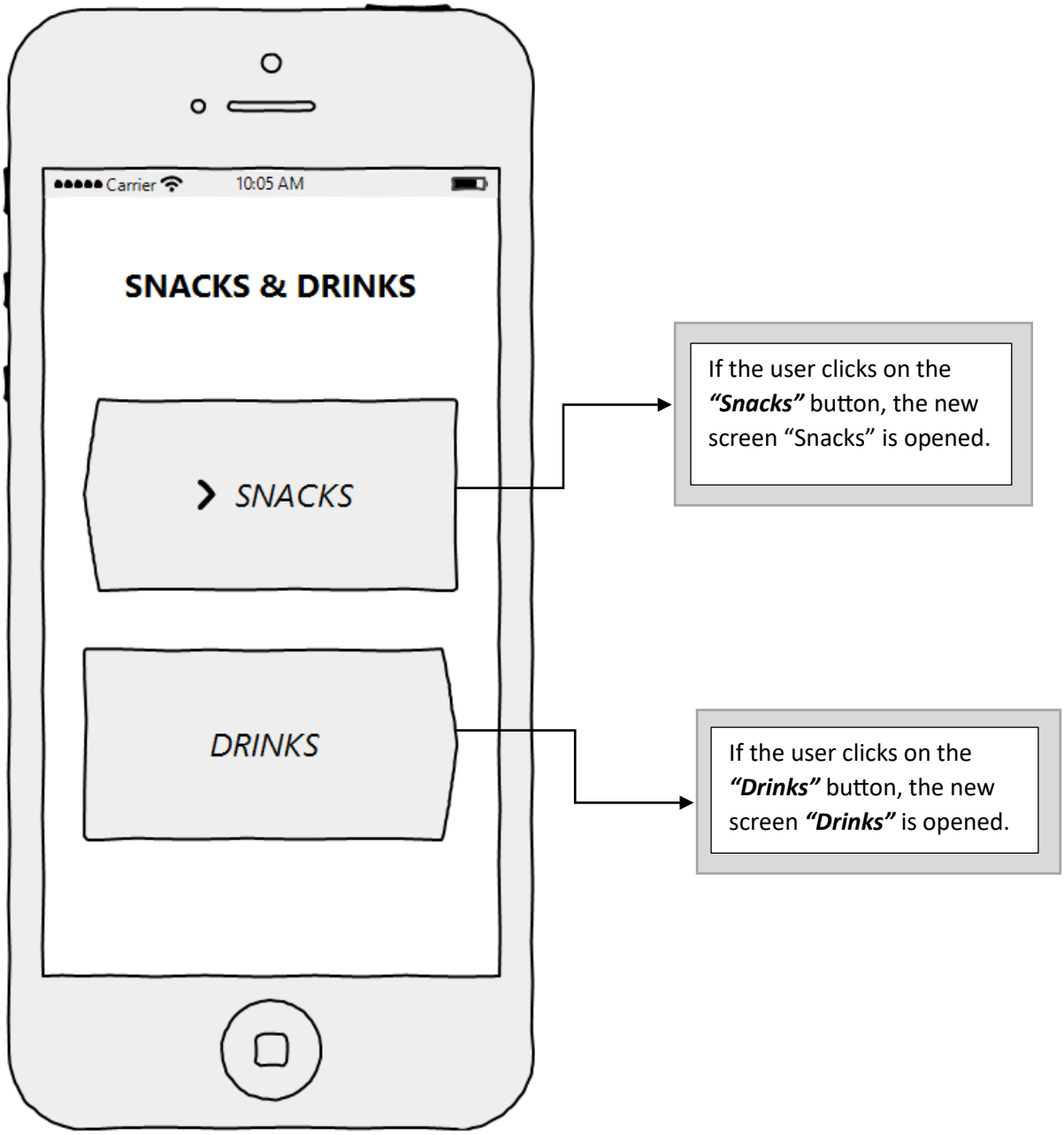
5.17 EXPLORING CINEMATIC EVENTS



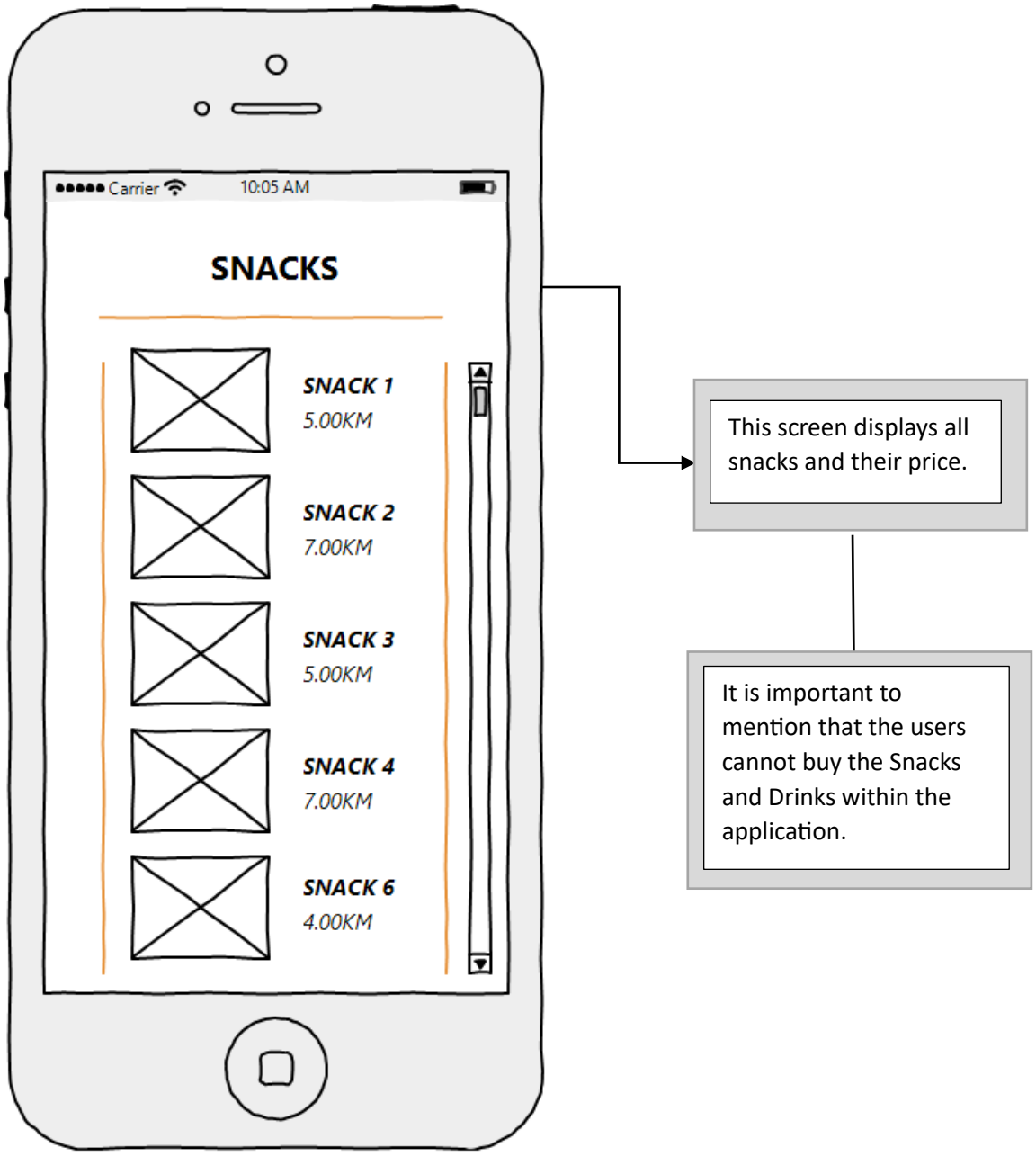
5.18 CINEMATIC EVENTS DETAILS



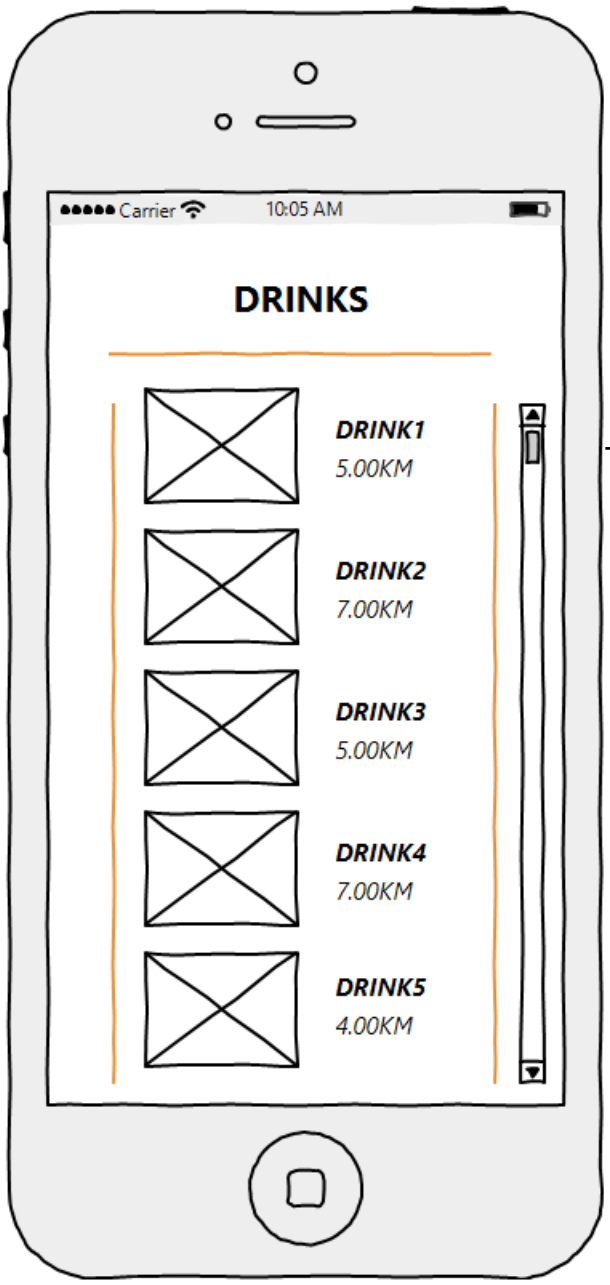
5.19 SNACKS AND DRINKS



5.20 VIEWING SNACKS MENU

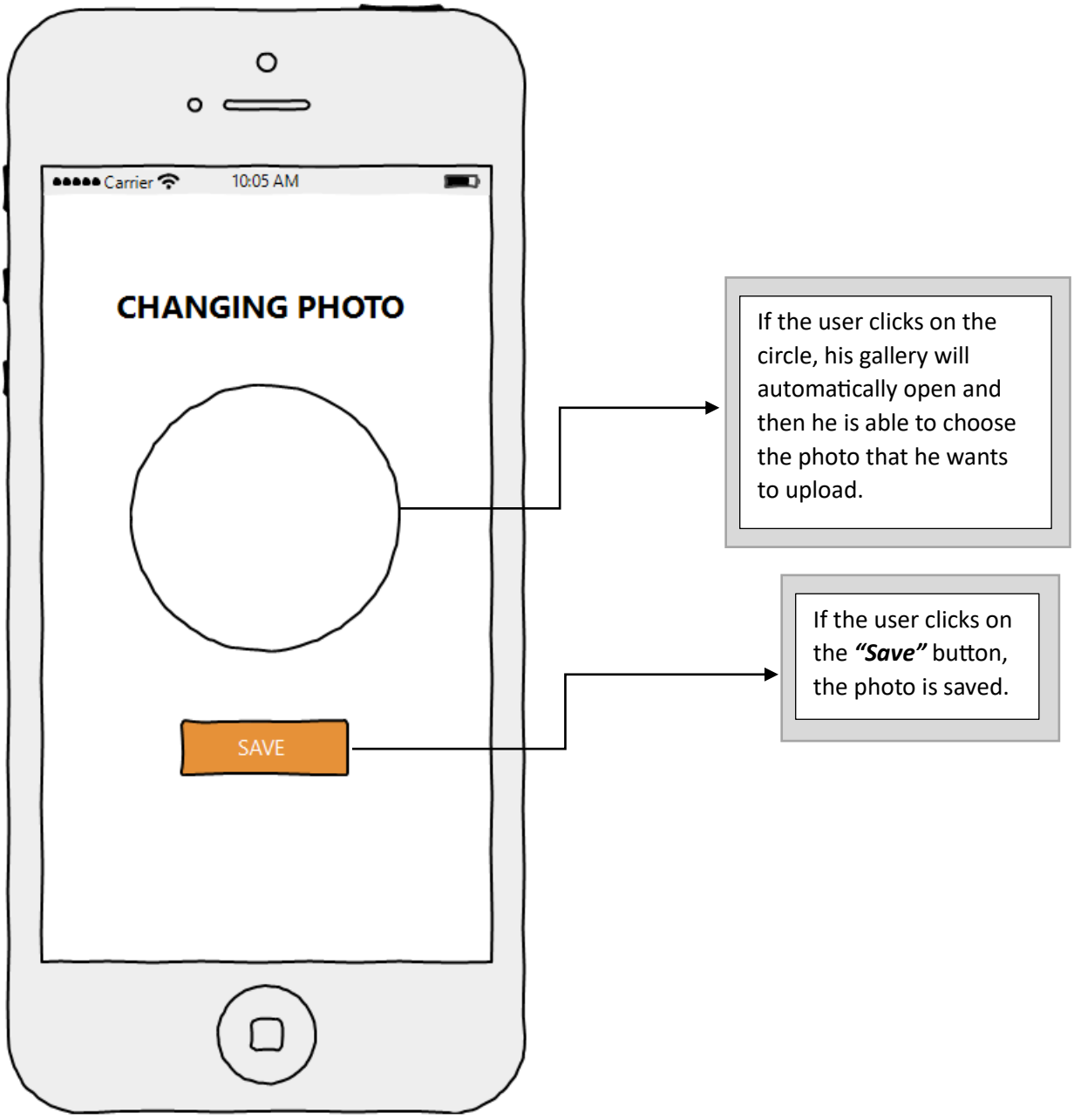


5.21 VIEWING DRINKS MENU



This screen displays all drinks and their prices.

5.22 CHANGING PROFILE PHOTO



6. ESTIMATION

ITEMS	COMPLEXITY ESTIMATION	
	ARNELA	MEJREMA
USER REGISTRATION	3	3
USER LOGIN	3	3
VIEWING CINEMAS	2	3
SELECTING A CINEMA	2	2
VIEWING CINEMA DETAILS	3	3
SELECTING A MOVIE	2	1
MOVIE DETAILS	3	3
SHOWTIMES	2	3
SELECTING A SHOWTIME	2	1
SELECTING SEATS	3	2
BOOKING TICKETS	5	5
PAYMENT	5	5
BOOKING CONFIRMATION	1	1
SEARCH FOR MOVIES	3	3
VIEW MOVIE LIST	2	2
USER PROFILE NAVIGATION	3	3
VIEWING PERSONAL INFORMATION	2	1
CHANGING PASSWORD	5	5
LOGGING OUT	3	3
EXPLORING CINEMATIC EVENTS	2	3

CINEMATIC EVENTS DETAILS	3	2
SNACKS AND DRINKS	2	2
VIEWING SNACKS MENU	1	1
VIEWING DRINKS MENU	1	1
CHANGING PROFILE PHOTO	5	5

Our team employed *Planning Poker* as the estimation technique for product backlog items. We assigned ***'story points'*** to each item based on how complex we thought it would be.

Planning Poker is an agile estimation technique used to assess the complexity of product backlog items. Team members assign 'story points' to each item.