**Project Proposal**

**Project Specification**

A movie streaming prototype that allows users to search for and save movies in the user watchlist. Users will be able to search for particular movies based on genre. This prototype also allows user to create a review for a movie and use live support to interact with online agent for any feedbacks and concerns.

**Features in detail**

* Filter: filter movies by genre
* Sort: sort all movies by rating
* Save movies: save a movie to a watchlist (login user only)
* Create a review: write a review for a particular movie (login user only)
* Onboarding support: a new user will be taken through an onboarding process to learn how to use the app
* Onboarding help: as even expert users need support sometimes, this a refresher for onboarding if needed
* Live support: allows users to chat with online agent (login user only).
* Sign up: registers a new account (does not allow multiple users to have the same username)
* Accessibility: Lighthouse accessibility score over 90%

**Live support**

Users can interact with tech support via chat feature on first join first serve basis:

* Join room: enter live chat session
* Send message: communion between a user and tech support
* Leave room: end live chat session. Chat session can also be ended by logging out, refreshing page, and closing browser tab.

**Managing state, data, and server**

* Use Redux and mock movie data (will not use API)
* Use Firebase to store users and reviews
* Keep users informed of application state when a potentially slow request is initiated i.e. searching or loading is taking too long.
* Use sockets to implement client and server for user interaction

**Supporting multiple simultaneous users**

* Live chat feature can be one to many or many to many depending on number of agents available. To keep things simple, assuming one agent only (one agent to many users).

**Constrains**

* Only for laptop/desktop(not sure, it may work for mobile too)
* Mock data
* Live support feature supports multiple users, but agent can only chat with one person at the time.
* Not fully keyboard accessible(not sure, it may be accessible)
* Small number of reviews are sorted alphabetically
* Live support conversations are not stored in database. Every new chat session will clear out previous message