Group 5
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Software Process Management

Customer Features (C1): Book Tickets
This feature requires having users to be able to register when they do not have an account. Before this, this feature is a must in order to implement a waitlist feature because it includes having the capability to register a new account. For this to be able to function, the register account button needs to be visible on the login page, whilst verifying all valid fields and preps them to be added in the database. After these actions, the database will have the added User with Role Registered User alongside with a hashed password using BCrypt.

Also to take action for the feature "Preventing users from Booking tickets", the ticket stock reaching 0 will have users being unable to purchase tickets when there are none in the system. This is determined by there are no available seats for bookings, we can conclude we overbooked.

Additionally, adding Ticket types such as 'Student', 'Adult' tickets for convenience to users. With this, this can be ticked as completed when they are all added without any errors.

Customer Features (C2): Manage Booked Tickets
The feature "View Ticket History" allows existing users to view their ticket purchase history from their account. It will list all tickets purchased by that customer and is necessary for an account to be registered on the system otherwise this feature is not accessible.

The feature "Manage Booked Tickets" will enable users to cancel purchased tickets from their account. They can select which ticket and how many to cancel. The system will need to check for session status and verify that it has not already been presented for entry to allow the customer to cancel a ticket. Once successful, the system will increase ticket count to allow other users to purchase.

Another feature "View Ticket Details" will allow users to check details such as movie, session time and seat number in relation to the ticket they have purchased. Users will need an account and need to have purchased tickets to use this feature.

Spring planning notes

Team 5
Sprint: 2
Date: 14/05/2020

Product owner: Justin
Scrum master: Long
Team: Kimberly, Anthony, Roger

1. **Goal**

   Improve Bookings

2. **Duration sprint**

1 week and 5 days

3. **Team's vision for this sprint**

Ticket purchase history: By featuring booking tickets, it is essential to have information on tickets purchased by the user. Without this, users would not be able to view what tickets they purchased. Moreover, we paint the final product to allow users to click to a new page where it displays their 'receipt' (purchase of the ticket).
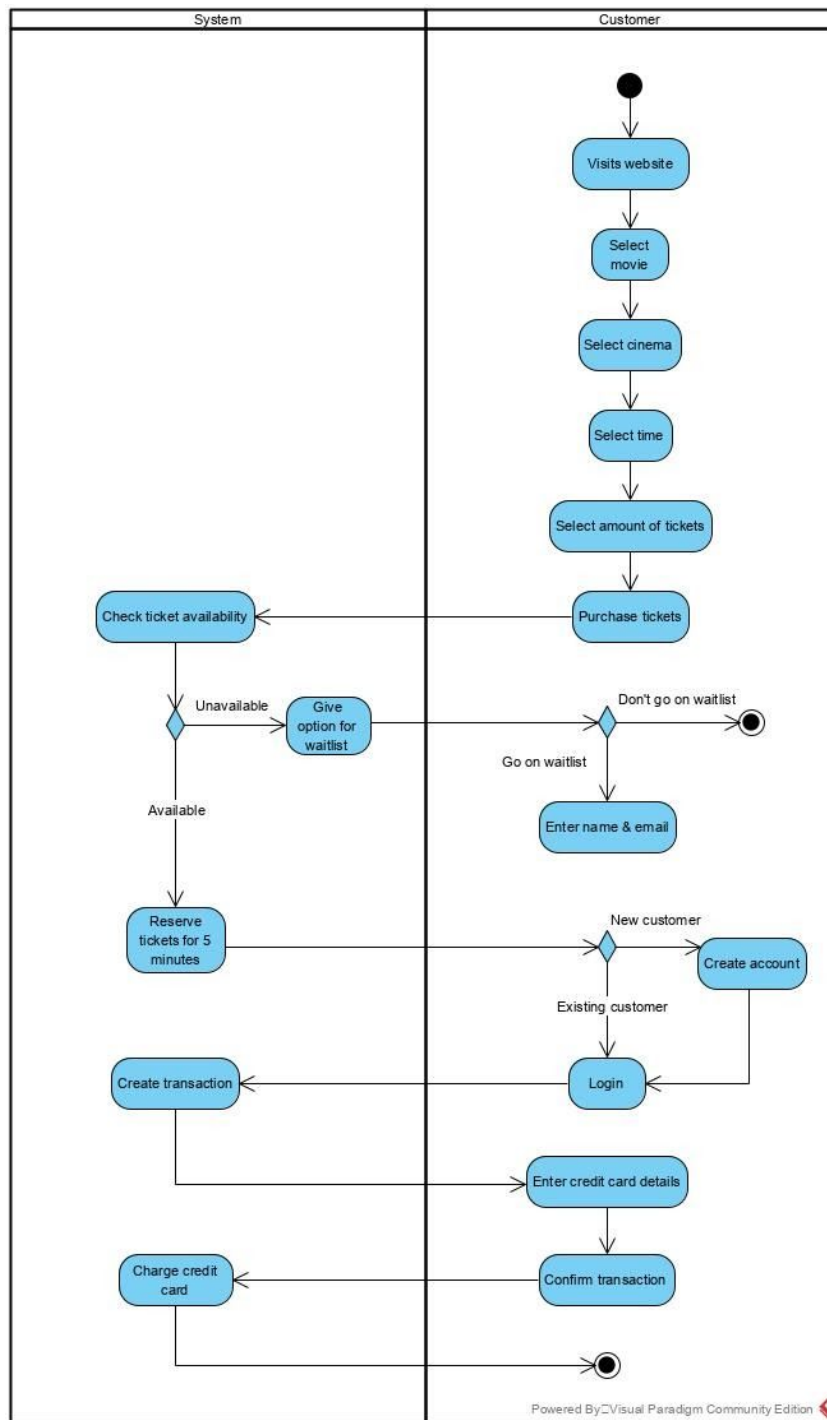
Cancelling Tickets: Our group discussed cancelling tickets is a must to give users the ability with the option to cancel in which case refunding their tickets. Our group envisioned this feature will have a button (assuming the registered user is registered) 'Cancel session', their purchase ticket history will display as 'CANCELLED'.

Ticket Types: We are instructed to have 'Student' as well as 'Adult' added as a ticket type for users during purchasing tickets. This is recorded and added to the sprint backlog ensuring that prices will change depending on the action taken by the user. This is to be represented as a dropdown list with options listing Student and Adult tickets.

View Ticket details: In regards to Ticket purchase history, it is highly essential for the customer to view specific details of their purchase on that ticket. These details should have Movie title, session (Date and time) (session ID), ticket numbers and number of tickets purchased.

Ticket stocks reach 0: Disables the purchase ticket feature if the number of tickets equals to the maximum amount of seats available. This helps to prevent the issue of purchasing over the limit of a cinema session at any given moment.

Booking Flow Activity Diagram

System	Customer
	●
	Visits website
	Select movie
	Select cinema
	Select time
	Select amount of tickets
Check ticket availability	Purchase tickets

Unavailable → Give option for waitlist → Don't go on waitlist → ◉

Go on waitlist → Enter name & email

Available

Reserve tickets for 5 minutes → New customer → Create account

Existing customer → Login

Create transaction → Enter credit card details

Charge credit card ← Confirm transaction

◉

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Sprint Retrospective

1. **Things that went well**
   Overall, our team contribution to communicating ideas was undoubtedly our high point, as we had a broader understanding of the project and set tasks, enabling us to work cooperatively and develop our ideas.

2. **Things that could have gone better**
   Despite our synergy, we definitely could have worked on managing our tasks more efficiently as there were clashes with other assignments and tests, thus causing us to be under pressure and work inefficiently. We needed to be on call more often, at least 3 times every week which would allow us to thoroughly think through our tasks and work more progressively towards our project given that we had a proper schedule.

3. **Things that surprised us**
   Even though we didn't have a proper schedule for calls and set tasks, we were amazed by how far we managed to pull through during the sprints sheerly through our determination and commitment, as everyone was so fixed on completing their assigned tasks. The unforeseen covid-19 also shocked us as it made it difficult for us to collaborate with our team members, and therefore we had to adapt to online.

4. **Lessons learned**
   During our sprints, our team has realized that balance is a very important aspect to consider when working on our work project, as we nearly struggled to meet the deadline. Having a consistent schedule and being on call more often would significantly reduce the amount of stress on us as we are able to rely on each other and work more progressively.

5. **Final thoughts**
   Because of our ignorance, assuming that we could just finish our project last minute, most of our team's morale fell low leading up to the third sprint after seeing how much time we had left to complete our project. We should seek to improve this in the next Sprint and focus more on other issues faced rather than just ideas.

User Stories
Customer User Stories

Feature C2. View history
User story: As a customer I want to view my ticket history
Acceptance criteria
Given
- An account exists
- I have previously purchased tickets

When
- I am logged into my account
- I access "ticket history" page

Then
- System lists history of my purchased tickets

Feature C2. Cancel Ticket
User story: As a customer I want to cancel tickets for a session I no longer want to attend
Acceptance criteria
Given
- A registered account exists
- I have purchased tickets

When
- I am logged into my account
- Ticket to cancel is selected
- Ticket amount to cancel is nominated

Then
- System checks system status (Must be OPEN or FULL)
- System checks if ticket has been presented for entry
- System deletes user from session
- User is refunded

Feature C2. View Ticket Details
User story: As a customer I want to view my ticket details
Acceptance criteria
Given
- A registered account exists
- Tickets have been purchased

When
- I have logged into my account
- I navigate to "ticket history" page
- I choose to "view ticket" on a purchased ticket

Then

- Details are shown (Movie, session time, seat number, ticket price)

Admin User Stories

Feature A1.

User story: As an admin, I want to add a new cinema

Acceptance criteria

Given

- User authenticated as admin
- A physical cinema exists
- It has not been added to system

When

- User on relevant page
- The cinema is created

Then

- The cinema will now be listed on the website

Feature A1.

User story: As an admin, I want to remove a cinema

Acceptance criteria

Given

- User authenticated as admin
- A cinema exists on the system

When

- User on relevant page
- The cinema is removed

Then

- The cinema will be removed from the system and website

Feature A1. Edit Cinema

User story: As an admin, I want to edit a cinema's details

Acceptance criteria

Given

- User authenticated as admin
- A cinema exists on system

When

- User on relevant page
- Admin edits a cinema's details

Then

- Relevant details will be updated on website

Feature A2. Adding Movie Session

User story: As an admin, I want to add a new movie session

Acceptance criteria

Given

- User authenticated as admin
- Movie session to add doesn't exist

When

- New session is created
- Session marked as SCHEDULED

Then

- The new session will now be listed
- Customers cannot purchase while session is SCHEDULED

Feature A2. Cancel Session
User story: As an admin, I want to cancel a movie session
Acceptance criteria
Given

- User authenticated as admin
- Movie session to cancel exists
- Session has ticket sales

When

- User on relevant page
- User cancels desired session

Then

- Session is cancelled
- Session retained in system as "Cancelled"
- Emails sent to customers that have purchased tickets

Feature A2. Edit Movie Session
User story: As an admin, I want to edit a movie session's details
Acceptance criteria
Given

- User authenticated as admin
- Movie session exists

When

- User on relevant page
- User edits movie session

Then

- Movie session's details are updated