User Stories

Registered User:

Purchase Tickets

As a registered user, I want to be able to purchase a ticket on the screen displaying showtimes.

Acceptance criteria:

- Clicking the showtime sends the user to a page allowing them to purchase any number of child, adult, or senior tickets and make their seat selection(s).
- The seat selection page will provide a layout of the cinema hall, highlighting available seats.
- The user should be given the option to apply a promotion code
- If a promotion code is given and is valid, the appropriate discount should be given to total price
- The total cost of the purchase, including ticket prices, sales tax, online fees, and promotional code discounts is displayed to the user for confirmation
- Upon successful payment, the booking information (booking number, ticket number, movie title, show date and time, and credit card number used) are stored, and the user will be sent to a page displaying the booking information, including the booking number, order details and order total.
- A confirmation email ensuring the user's tickets were purchased successfully should be sent to the user.

Booking Facility

As a registered user, I want the booking process/facility to be available from any page so that I can easily begin booking tickets without having to navigate through several pages

- If the user is not logged in, the "Book Tickets" option does not appear, but a "Login" button appears in its place

- I the user is logged in, the "Book Ticket" button appears as part of the nav bar at the top of the page on every page, leading to the beginning of the ticket booking process

Promotional

As a registered user, I want to be able to apply a promotional code to my order so that I could get a movie discount.

Acceptance criteria:
- The user would receive a promotional code through their registered email.
- The user would login and apply the promotional code before making a purchase.
- The user would see the promotional code accepted and then enter their payment information for checkout.

Order History

As a registered user, I want to be able to view my order history.

Acceptance Criteria:
- Have a history of all orders a customer has made
- Giving the user access to all of the orders they have made

View and Modify Profile

As a registered user, I want to be able to view and modify my profile so I can update my contact information.

Acceptance Criteria:
- The user would be able to view the information they entered when they signed up for the system.
- The user would be able to view and modify their first name, last name, phone number, email address, password and payment information.

Subscribe to Promotions and News

As a registered user, I want to be able to subscribe to get email promotions and newsletters so I can get discounts on my purchases and notifications about films.

Acceptance Criteria:
- A registered user indicates on their account that they would like to subscribe to receive promotions and news emails
- A confirmation email is sent to let the user know they will begin receiving promotion emails and newsletters
- When a new promotion is added, the user receives an email containing the promotion information or newsletter

Unsubscribe to Promotions

As a registered user, I want to be able to unsubscribe to email promotions and newsletters so I can keep my inbox clear of clutter

Acceptance Criteria:
- A registered user indicates on their account that they would like to unsubscribe from promotion emails and newsletters
- A confirmation email is sent to let the user know they will no longer be receiving promotion emails and newsletters
- When a new promotion is added, the user does not receive an email containing the promotion information

Forget Password

As a registered user, I want the option to have the system forget my password, so that nobody can easily log into my account through my devices.

Acceptance Criteria:
- The user indicates on their account page that they want the system to forget their password
- A confirmation appears letting the user know their password will no longer be remembered
- Upon next login attempt, the user's password field will not be auto-filled

General User:

Create Account

As an unregistered user, I want to be able to create an account so that I can purchase tickets.

Acceptance criteria:
- A unregistered user would register their login information to create their own unique account.
- The user gives their email address, password, and first and last names. They may optionally give their home address, phone number, and payment information
- A page appears asking for a verification code
- A confirmation email containing a unique verification code is sent to the email address given
- The user enters the verification code into the field on the verification page
- The user is given a unique ID tied to their email address that they may use to login
- The registered account can then be accessed using the ID or the email address given in order to browse movies and purchase tickets.

Browse Titles

As a user, I want to be able to browse movie titles and genres so that I can select a movie to watch.

Acceptance criteria:
- User selects if they wish to see movies that are currently in the theatre or those coming soon
- A page displaying the title, rating, and trailer of all applicable movies according to the user's choice

Search Titles

As a user, I want to be able to search for specific titles using keywords so I can get straight the film I want

Acceptance criteria:

- User is able to enter keywords pertaining to a film's title into a search bar while browsing movies
- Based on this keyword, relevant titles are displayed on onscreen

Filter Titles

As a user, I want to filter titles so that I can search through fewer movies.

Acceptance criteria:

- User is given the option while browsing films to filter by several options, including category, title, and show date
- The films relevant to the user filters will appear on screen

Refund

As a user, I want to be able to receive a refund up to 60 minutes before the show time so that I can get my money back in case something comes up and I have to adjust my plans.

Acceptance criteria:

- Seat the user claimed earlier is freed for selection by another user
- Money is deposited into user's account
- Email confirmation of cancellation is sent to user's email address on file

Administrator:

Add Promotions

As an administrator, I want to be able to add promotions so that I can offer customers discounts.

Acceptance criteria:

- An email is sent to customers containing the promo code and the details of the promotion.

- When entered, the promo code takes a given percentage off the price determined by the administrator

Change Ticket Cost

As an administrator, I want to be able to change movie booking fees so that the price reflects increased/decreased rates or promotions.

Acceptance criteria:

- Every movie will cost the same
- Prices will vary between a child ticket, adult ticket, and senior ticket
- An administrator can apply a promo code for a specific movie to promote that movie

Pull Reports

As an administrator/manager, I want to be able to generate reports so that I can have accurate user data.

Acceptance criteria:

- Accurate statistics of user data is displayed on the screen
- Statistics are able to filtered by pre-defined categories

Add Movie

As an administrator, I want to be able to add new movie titles and information to the system, so that I can offer customers new viewing experiences.

Acceptance criteria:

- The administrator add the movie's title, category, cast, director, producer, synopsis, reviews, trailer picture and video, film rating, and show times and dates
- A confirmation that the movie has been added to the database is displayed.

- When browsing titles, the new movie and all of its information and screening times are displayed.
- Searches capture the movie in its correct categories

Update Movie

As an administrator, I want to be able to update movie information so that I can display accurate movie information and recent ticket prices and booking fees

Acceptance criteria:
- A confirmation that the changes have been made is displayed
- When viewing a movie, the updated movie information is displayed in place of the previous information
- When buying a ticket, updated ticket pricing and booking fees are displayed
- Total prices should be the sum of ticket prices, sales tax and online fees

Delete Movie

As an administrator, I want to be able to delete movies so that cannot view films that are no longer playing in the theatre

Acceptance Criteria:
- Confirmation of movie deletion appears on screen
- When browsing movies, deleted film no longer appears on screen

Add Employee

As an administrator, I should be able to add an employee to the system and give them certain authorizations so that I can allow them to take some of the workload

Acceptance Criteria:
- Administrator is asked to give employee name, password, email address, and apply certain privileges to their account
- System generates a new employee ID for the new account

- New employee is able to login and make changes to the system within the scope authorized by the administrator

Suspend Account

As an administrator, I want to be able to suspend user accounts so that I can stop suspicious users long enough to investigate if they have been in violation of any of our policies

Acceptance Criteria:
- Administrator can browse through a list of members and press a "suspend account" button
- Account is not deleted, but the login information no longer works and a message information the user of their suspension is displayed
- Administrator is now given the options to un-suspend the account when they feel appropriate

Update Employee Information

As an administrator, I want to be able to update my employees information so that I can keep track of their contact information and authorizations

Acceptance Criteria:
- Administrator can select any active employee from a list and select an "update information" option
- Administrator can makes changes to employee information by editing fields and saving
- Displayed employee information now reflects administrator's changes

Delete Employee

As an administrator, I want to be able to delete employees from the system so that old employees can no longer get access to the system

Acceptance Criteria:
- Administrator is able to look through a list of employees in the system and select a delete icon
- Employee information is deleted from the database

- Employee login no longer works