Course: Advanced Systems Analysis and Software Design – ENSF 614

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Use Case Scenarios

Scenario 1: Browse Theaters

After logging in as a registered user or accessing the system as an ordinary user (guest), the home page is displayed, featuring options to browse theaters and cancel bookings. The user can select the "Browse Theaters" button, which will navigate them to the next page. This page provides three theater options: Scotiabank Chinook, Cineplex Crowfoot, and Landmark Country Hills.

Scenario 2: Select a Theaters

After selecting the "Browse Theaters" button, the user (Ordinary User, Registered User) is taken to the theater page where they can choose their preferred theater. The user clicks the "View Movies" button to proceed with selecting a theater and moves to the next step for browsing movies.

Scenario 3: Browse Movies

After selecting the theater and clicking the "View Movies" button, the user is taken to the movies page where they can choose from several movie options. The system displays both "Coming Soon" and "Now Showing" movies.

Scenario 4: Select a Movie

The user is on the movies page. Registered users can select "Coming soon" which offer early access before public announcement. while ordinary users can only access "Now Showing" movies.

Scenario 5: Browse Showtimes

When a user (either an Ordinary User or a Registered User) selects the "View Showtimes" button on the movie form they are interested in, the system displays available showtimes.

The options include three sessions: morning (10:00 AM), afternoon (2:00 PM), and evening (7:00 PM).

Scenario 6: Select a Showtime

After selecting the "View Showtimes" button, the system presents the available showtimes. The user can then choose a preferred showtime and proceed by clicking the "Select Seats" button to view the seat map.

Scenario 7: View Available Seats

When the user (either an Ordinary User or a Registered User) is on the seat page, the system displays a graphical view of the seating options. Special seats are highlighted in yellow, available seats are shown in white, and booked seats are marked in red.

Scenario 8: Select Available Seats

If the user is an Ordinary User, they can only select from the available white seats. Once they click on a white seat icon, it changes to green color to indicate the seat has been selected.

If the user is a Registered User with additional privileges, 10% of the seats are reserved exclusively for them and are shown as yellow seats.

After clicking "Book Selected Seats," both types of users will be navigated to the ticket summary details page. This page displays the ticket details such as movie title, theater name, cost, showtime, and seat details. After reviewing the information, they can click the "Pay for Your Ticket" button to proceed with the payment process.

Scenario 9: Make Payment

If the user is an Ordinary user, they must manually fill credit card information fields (credit card number, cardholder name, CVV, and expiration date). There is also an optional field to enter a credit code.

If the user is a Registered user, they have an additional option to select an existing saved credit card. When they click this option, the system auto-fills all fields except the CVV field.

After both users fill the payment information, they can choose either the "Complete Payment" or "Back" button.

- If the user selects " Complete Payment," the system will connect to the bank for payment processing.
  - If the payment is successful, a "Booking Successful" message will be displayed, and the system will automatically send the receipt and ticket to the registered email.
  - If the payment fails, a "Payment Unsuccessful" message will appear, and the user will be prompted to try again or cancel the transaction.

Scenario 10: Register

On the login page, a user has the option to become a "registered user." By clicking the "Register" button, the user will be directed to the registration page where they must provide their first name, last name, username, and password. After entering this information, they can click either the "Verify Username" or "Back to Login" button.

- If the user selects "Verify Username," a message will display indicating whether the username they provided can be used.
  - If the user selects the "Proceed to Payment" button, they will move to the payment step to pay the registration fee.
    - If the payment is successful, the user will become a registered user.
    - If the payment fails, they will return to the previous page.
- If the user provides an invalid or empty username, an error message will be displayed, prompting the user to re-enter the username.
- If the user selects "Cancel," they will be taken back to the previous page, and the signup process will end.

Scenario 11: Cancel Booking

After logging in as a registered user or accessing the system as an ordinary user (guest), the home page is displayed, featuring options to browse theaters and cancel bookings. The user can select the "Cancel Booking" button

The user navigates to the cancel booking page to they need to provide booking reference numbers. They can then select either the "Search for Ticket" or "Back to Dashboard" button.

- If the user provides a valid booking reference number and selects the "Search for Ticket" button, the system displays the ticket details, including whether the ticket is eligible for cancellation
  - If the user is eligible for cancelling ticket. The system provides refund conditions for both ordinary users and registered users. After they review details, they can click the "Cancel Ticket" button. A notification with refund details and a credit code will be displayed
  - If the user is not eligible for cancellation because the showtime is less than 72 hours away, a message will be shown indicating that cancellation is not possible, and the "Cancel Ticket" button will not be available.
- If the user provides an invalid booking reference number and selects the "Search for Ticket" button, the system displays an appropriate error message. The user needs to re-enter the booking reference number.
- If the user selects the "Back to Dashboard" button, they will be redirected to the homepage, and the cancellation process will end.

Scenario 12: Login

On the login page, registered users can log in by entering their valid username and password, then clicking the "Log In" button to successfully access their account.

If the username and password fields are empty, an error message will display: "Please fill out these fields."

If the user enters an invalid username or password, an error message will display: "Invalid username or password."

Scenario 13: Browse Early Access

In this scenario exclusively available to valid registered users. Upon successfully logging in, clicking the "Browse Theatres" button and selecting the preferred theater already, registered users will be directed to the movie page. Here, they can view movies categorized as "Coming Soon." Registered users have the option to click the "Preview Showtimes" button to access early showtimes for these movies.

Ordinary users, on the other hand, can view the "Coming Soon" movies but will not have the ability to click the "Preview Showtimes" button to access early showtimes.

Scenario 14: Manage Registered Users

In this scenario, the system administrator uses a valid username and password designated for the admin role to access the Admin Dashboard. Upon successful login, the admin is redirected to the homepage, which includes options for "Browse Theaters" and "Cancel Booking," like the user features. Additionally, the admin has access to the "Admin Dashboard."

When the admin clicks on the "Admin Dashboard," they are presented with four features. Three of these features, include User Management, Movie Management, and Theatre Management are marked as "coming soon." The currently available feature is "Send Notification."

To send a notification, the admin clicks on "Send Notification." This page displays all registered users' email addresses and a list of movies. The admin can select the recipients and the movies they want to announce. After making the selections, the admin clicks the "Notice User for New Movies" button. A confirmation message, "Notification sent to the registered email," is displayed to confirm that the notifications have been successfully sent.

Objects	Operations
User	Select Theatre
Ordinary User	Search Theatre
Registered User	Search Movie
User Name	Browse Movie
Password	Select Movie
Email	View seat
Cell	Make Payment
	Confirm Payment
	Cancel Payment
	Confirm Booking
	Cancel Booking
	Register

Confirm Register
Cancel Register

Movie
Movie Details
Synopsis
Genre
Duration
Age Rating
Movie News
Showtime
Movie Status

Theater

Seat   Click
Row
Column
Status
RU quota

System/App   Retrieve Movie
App Home Page   Add Movie
Theatre Search Page   Block Movie
Payment Page
Movie Management Page
Booking Management Page

Payment
Card Number
Card Holder
CVV
Expiration Date

Booking