**CSCI 4050/6050 [35625]**

**Software Engineering**

**Cinema E-Booking System**

**Deliverable [1]: User Stories**

[08/26/2019]

Team # [8]([Group A])

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**Customers:**

**User Login**

*Customer Login*

*As a customer, I want to be able to login into my customer account, so that I can purchase tickets, view tickets, and perform other customer-related activities.*

**Acceptance Criteria:**

* User is logged into their customer account if the given credentials match a specified user/password combination in the database.
* User will be prompted to re-enter credentials if no matching user/password combination existed in the database.
* If user enters incorrect username or password, prompt user that login failed and to retry. User is not logged in.
* If user does not know the password, password can be reset using available link under the login section. (Reset password would be separate user stories)

**Account Creation US 103**

*Customer Account Creation*

*As a customer, I want to be able to create a customer account, so that I can log into my customer account and begin purchasing movie tickets.*

Requirements:

First & last name, valid email Address, phone number, & 6 digit alpha-numeric password are required to register a new account on the database. The first & last name may be a duplicate on our database, but the email address shall not be registered under any other user account.

The user may also opt in to receive sms notifications by providing a mobile number along with their wireless service provider. This is an optional field in the account creation process. The user also chooses to subscribe or not to promotions. If the user has entered anything in this field, the phone number must be valid or the account creation does not occur. In order for the phone number to be valid, it must be of correct length.

**Acceptance Criteria:**

* The user’s given credentials to associate with the account are verified as valid and not already existing in the database
* The user’s account credentials, if successfully valid, are created and inserted into the Users table in the Database.
* Users are capable of logging into a newly created account through the Login Page.
* The customer selects to either opt in or out of promotions being sent to the user’s email.
* If password and re-enter password are not exactly the same, account cannot be created. User is notified of error and told to redo sections. Do not make account.

**Account Confirmation**

Customer Account Confirmation

*As a customer, I expect to get an email with a link to confirm my email to finish my account creation process, and verify my account.*

**Acceptance Criteria**

* The customer account creation was accepted
* The user is sent an email to the address that was specified
* The user is given a unique verification code to click and verify their accounts
* The account is confirmed once the user clicks on the verification code, and a unique user ID is assigned to the account

**Save for Later**

Customer To Watch Later List

*As a customer, I would want the ability to save movies in a list within my account in order to buy tickets at a later time.*

**Acceptance Criteria**

* If the user is logged into their account, next to each movie, there should be the option to “Save for Later”. When chosen the movie is listed in this list within the account
* The user has a tab called “Saved for Later”, where saved movies are listed
* If the user is not logged in, pressing “save for later” will prompt the user to login to their account.

**Active Tickets Page**

List of Tickets of Upcoming Purchased Tickets

*As a customer, I would like a page within my account that shows a list of upcoming*

*movies that I have purchased.*

**Acceptance Criteria**

* There is a page/section of the user account that consists of active tickets the user has
* The movies bought will be listed here along with the showtime of the movie as well as the available seat location/number of the user’s ticket
* This page will not be available if the user is not logged into their account
* When a ticket is purchased, the system should automatically add the movie ticket purchased along with movie time, seats, and date into this list.

**Active Tickets Page**

Print/ Reprint Ticket

*As a customer, I would like to be able to print a ticket to be shown at the gate of the movie theatre.*

**Acceptance Criteria**

* There should be an option on each movie displayed in the Active Tickets Page that allows for a printable version of the ticket
* When pressing the print ticket option, a new page is opened where the user has a printable version displayed.

**Refund Tickets**

Refund Ticket

*As a customer, I may want to cancel a ticket which gives me a refund for the amount I have paid.*

**Acceptance Criteria**

* If the user wishes to refund a ticket purchase, they may choose the movies they wish to refund as long as the show time has not passed yet
* The user must be logged into their account
* If the starting showtime has passed, the user will not be able to refund said movie ticket

**Refund Tickets**

Refund Ticket Confirmation Email

*As a customer I would like to confirm that I have been refunded my money for the ticket I cancelled through my email.*

**Acceptance Criteria**

* When a ticket is successfully refunded, the user receives a confirmation email to the email provided.
* The email consists of the movie and movie time cancelled. There is a confirmation that a refund has been issued as well.

**Refund Tickets**

Refund Ticket Confirmation Page

*As a customer I would like to confirm that I have been refunded my money for the ticket I cancelled on the page where I cancelled it.*

**Acceptance Criteria**

* When a ticket is successfully refunded, the user sees a confirmation page where the movie is stated to be cancelled as well as stating that a confirmation email has been sent
* If the refund fails, the confirmation will show a failure and no email will be sent. In such a case, the user may troubleshoot with a phone call.

**Help Page**

Address of Theatre

*As a customer, I would like to know where the theatre is located by knowing the address of the theatre.*

**Acceptance Criteria**

* When the customer selects the help page, the page consists of the address of the

**Password Reset**

*As a customer, I would like to be able to reset my password using my information to prove who I am*

**Acceptance Criteria**

* The user clicks a “Forgot my password” button
* A new page appears that prompts the user for email address
* If the email address is valid, a link is sent out that offers to reset the password (note: the password does not change in the database until the user click on the link in the email)
* Through the link, the user is taken to a page that allows the user to set a new password
* The user is taken to a login page once the reset has been completed, and the link expires

**Promotions Subscription**

Promotion Settings

*As a user, I should be able to opt into or opt out of receiving promotions from the theatre*

**Acceptance Criteria**

* There should be a section in the account settings for promotions.
* If the user is subscribed, give the option to be removed from the subscription.
* If the user is not subscribed, give the option to subscribe

**Browse Movies**

Browsing page

*As a user, I should be able to browse through the database to select a movie based on genre and/or rating.*

**Acceptance Criteria**

* When on the browsing page I should be able to select the categories and/or ratings to filter for
* Browsing results should display the categories and ratings filtered for
* Clicking on a movie in the browser results should bring up the associated movie information i.e. showtime, showdate, trailer, etc.

**Purchase Ticket**

Purchasing Ticket

*As a user, I should be able to purchase a ticket for a movie while viewing that movie from the website.*

**Acceptance Criteria**

* If the user is not logged in when they try to purchase a ticket, they will be prompted to login. If they do not have an account they will have to sign in.
* Once signed in, the user will be taken to a purchase page that shows the available tickets. They can edit the number of each ticket.
* Once the quantity is confirmed, they are taken to a “select seats” page
* Once their seats are selected, they are taken to a page that shows their current cart. They can choose to make further changes such as removing an item from their cart.
* The cart page also gives the user the option to enter a promo code. If the promo code entered is valid and there are no other promo codes applied, the system will update the cart total to reflect the promotional pricing. If the user chooses to remove a promo code, they will have the option to do so.
* Once their cart is confirmed, they are taken to a secure payment page.

**Select Seats**

Seat selection page

*As a user who wants to purchase movie tickets online, I should be able to pick which seat(s) I book.*

**Acceptance Criteria**

* The user must be logged in to an account.
* Once the user selects a movie showtime and quantity, they will be presented with a seating chart of the theatre displaying each seat number. Before proceeding to checkout, the user is required to select a seat number for each of the tickets they have purchased. Seats that are already purchased will be grayed out and the user will not be able to select them.
* Once the seats are selected, the user is taken to a checkout page. Once checkout is complete, the system labels the chosen seats as unavailable in the database.

**Complete Purchase**

Secure checkout page

*As a user, I want to be able to pay for my tickets online.*

**Acceptance Criteria**

* The user has just finished accepting the items in their cart.
* They are prompted to input their billing address.
* They are prompted to input their card information (number, cvv, expiration)
* When they submit, if any information is missing or incorrect, they are shown which information was wrong and prompted to reenter their information.
* Once checkout is complete, the system labels the chosen seats as unavailable

in the database.

**Purchase Confirmation**

*As a customer, I would like to see a confirmation page when a successful purchase has occurred.*

**Acceptance Criteria**

* When the checkout is complete, the user is redirected to a page where a confirmation number is displayed
* The user is shown the movie, time, and quantity purchased
* If the checkout does not complete, this page is not shown to the user

**Purchase Confirmation Email**

*As a customer, I would like an email to show confirmation that I bought my tickets.*

**Acceptance Criteria**

* Once the purchase is complete, an email with the customer’s ticket order is sent to the email of the customer
* If the purchase does not go through, the confirmation email is not sent.

**View / Modify Profile & Purchase History**

*As a user, I should be able to view/edit my profile at anytime, along with a history of all movie tickets purchased.*

**Acceptance Criteria**

* The user must be logged in to the system. Once logged in, there will be a link that takes the user to his profile.
* The profile displays the user’s name, age, and contact information. An edit button next to each field allows the user to change their respective personal information.
* The profile also contains a list of active tickets and past purchase history, allowing the user the option to view and/or print each ticket.

**Website View:**

**Home Page**

Displaying the Home Page

*As a web viewer, I should see a Home Page that displays currently playing movies and their associated ticket information, as well as new movies coming soon.*

**Acceptance Criteria:**

* Movies will be displayed on the home page with their rating, movie title, showtimes, and ticket prices
* Users should be able to filter for movies either Playing Now or Coming Soon
* Users should be able to click on a movie poster and view a trailer for the movie]
* Users should be able to click a showtime and be able to continue to a page to book a ticket

**Search and Filtering**

Search and filter for movies based on title and showtimes

*As a website viewer, I should be able to search for and filter movies based on their title, showtime, category, etc. So that I can find the movie I am looking for more efficiently*

**Acceptance Criteria:**

* Users can either simple search for movies by title, or advanced search by any combination of title, category, show date, etc
* Search results should be accurate according to the search information given
* Search results should display the movies show dates
* When filtering for a specific show date, search results should display the specific show times on that show date

**Admin:**

**User Login**

*Administrator Login*

*As an administrator, I want to be able to securely login into my administrator account, so that I can perform administrative actions on the website.*

**Acceptance Criteria:**

* User is logged in as the administrator if the given credentials match what is given in the database.
* User is prevented from logging in as the administrator if either an incorrect username or an incorrect password is given.
* User is prompted to re-enter their credentials if an incorrect credential was given

**System Admin Updates**

*Modify User Information as system admin*

*As a system admin,* I want to be able to add, delete, and potentially suspend user accounts. The admin can manage user accounts in case of user error or user abuse.

**Acceptance Criteria:**

* AdmIn is able to delete or add user accounts, with the modifications reflected in the site database
* Admin can suspend accounts, and that user account is no longer able to login to the website
* Admin is able to unsuspend accounts automatically in the event a suspension is served

**System Admin Updates**

The system administrator should be able to add, update, and delete movie listings along with their respective showtimes.

Each movie listing requires the movie title, category, cast, director, producer, synopsis, reviews, trailer picture and video, MPAA-US film rating code [1], and show dates and times.

**Acceptance Criteria**

* The user logged in to the system is registered as an administrator.
* Once logged in, there should be a link to “Manage Listings”. This link will take the user to a new page that displays all current movie listings, the option to edit/remove each, and the option to add a new listing.
* The option to edit or add a new movie shall take the system administrator to a form like page which includes boxes for each of the required details. If the movie is being edited, the form shall be pre-populated with the information that already exists for the movie.
* Each of the fields related to a movie must be populated before any changes are submitted.
* Once submitted, the system shall give the administrator a confirmation of the changes.

**System Admin Updates**

*As an administrator, I should be able to add or delete promotions to the current system and update ticket pricing/booking fees.*

When logged in as an administrator, there will be a link on the admin dashboard to a page dedicated to pricing information and promos. The system admin has the ability to modify the ticket pricing (senior, adult, and child) along with the booking fee associated with each order. Each promo will be visible from the pricing page including the promo code and some information about the promotion.

**Acceptance Criteria**

* The administrator is logged in successfully.
* Once logged in, there is a link to a pricing page showing current ticket pricing, current booking fee, active promotions, and an option to add a promotion. If a promotion is clicked on there is an option to delete a promotion.

**Admin Sales Report**

*As an admin, I should be able to view sales report as well as filter them in order to get a better grasp of how the theatre is doing.*

**Acceptance Criteria**

* The administrator is logged in.
* The administrator clicks on the “sales report” tab.
* The sales report is displayed, and can be filtered by movie, sales between dates, genre, showtime, and type of ticket.