Process flow design: Cinema booking system

1. Key requirements

* List of movies + movie length of time
* List of movie timings
* List of cinemas
* Map function to show which cinema is closest to you
* Available seats (how many regular/ how many premium seats)
* Sign in/ sign up
* Your account
* Your bookings
* Top new movies
* Ticket prices (will depend on seat)
* Special offers (e.g., student discount)
* E-ticket (once you’ve purchased)
* E-receipt
* Confirmation email

1. Main considerations

* Ensure that the customer can book a cinema ticket for when they want and their desired cinema
* Customers should receive an e-receipt and confirmation email immediately after booking – and e-tickets within a few minutes of booking

1. Common/ biggest problems

* Once someone books a ticket that seat should be reserved for that person, there should be no double bookings
* You should be able to where the closet cinema to you is. This should link to google maps (or similar) to provide accurate directions
* Seat availability should be up to date so that there are not any double bookings
* Discounts codes must be applied if they are entered

1. Components/ tools to potentially use

* Google maps
* Location tracker
* ‘Your account’ links to email upon signing in/ up
* Info from your previous bookings to recommend new movies to you