

**Veer Narmad South Gujarat University, Surat.**

**Department of Information and  
Communication Technology.**

**M.Sc. (Information Technology) Programme**

**Project Report**

**9<sup>th</sup> Semester**

**M.Sc. (Information Technology) 5 Year  
Integrated Course**

**Year 2024 – 2025**

**BookYourShow**

**Guided By:**

Dr. Tejas Shah (Internal Guide)

**Submitted By:**

Nishi Sharma (E201100018000610133)

Krishi Tailor (E201100018000610139)

# **Veer Narmad South Gujarat University, Surat.**

**Department of Information and Communication Technology**

**M.Sc. (Information Technology) Programme**

## **Certificate**

This is to certify that Mr/Ms **Nishi Yageshkumar Sharma** with exam Seat Number **160** and Registration No: **E201100018000610133** has worked on His/Her project work entitled as **BookYourShow** at **Department of I.C.T** as a partial fulfilment of Msc.(Information Technology) – 9<sup>th</sup> Semester, during the academic year 2024-2025 .

Date: 13-12-2024

Place: Dept. of ICT, VNSGU, Surat.

**Internal Project Guide**  
**M.Sc.(I.T.) 9<sup>th</sup> Semester**  
**Department of I.C.T.**  
**Veer Narmad South Gujarat University,**  
**Surat**

**Head of the Department**  
**Department of I.C.T.**  
**Veer Narmad South Gujarat University,**  
**Surat**

# **Veer Narmad South Gujarat University, Surat.**

**Department of Information and Communication Technology**

**M.Sc. (Information Technology) Programme**

## **Certificate**

This is to certify that Mr/**Ms Krishi Kalpeshkumar Tailor** with exam Seat Number **161** and Registration No: **E201100018000610139** has worked on His/**Her** project work entitled as **BookYourShow** at **Department of I.C.T** as a partial fulfilment of Msc.(Information Technology) – 9<sup>th</sup> Semester, during the academic year 2024-2025 .

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**Head of the Department**  
**Department of I.C.T.**  
**Veer Narmad South Gujarat University,**  
**Surat**

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# 1. Introduction

## 1.1 Project Profile

Project Topic: BookYourShow

Project Definition: The BookYourShow system is an online ticket booking platform designed to simplify the purchase of event and show tickets. The system offers features like user registration, browsing event listings, secure payment integration. It includes an admin interface for managing event details, ticket availability, and pricing. Built with a scalable architecture, it ensures high performance during peak traffic, supports real-time updates, and employs robust database management for user and booking records. The system also integrates notification services via email to confirm bookings.

Project Duration: 3 Months

## 2. Proposed System

### 2.1 Scope

The BookYourShow system aims to revolutionize the ticket-booking experience by offering a user-friendly platform accessible via web applications. It caters to diverse users, including individual customers and businesses hosting events. The system supports multiple languages, currencies, and payment methods, making it suitable for a global audience. Its scope includes real-time seat availability, event discovery, secure bookings, and seamless integration with social media for promotions. Additionally, it provides analytics and insights for event organizers to track performance. Future enhancements may include personalized recommendations, loyalty programs, and integration with smart devices for an enriched user experience.

## 2.2 Objectives

- Simplify Ticket Booking: Provide a user-friendly platform for customers to book tickets for events and shows quickly and conveniently.
- Enhance Accessibility: Make the platform available across web and mobile devices, ensuring global reach with multi-language and multi-currency support.
- Real-Time Updates: Enable real-time seat availability, booking confirmations, and event information updates.
- Secure Transactions: Ensure secure payment gateways with multiple payment options to safeguard user data and transactions.
- Support Event Organizers: Offer tools for event organizers to manage ticket sales, monitor attendance, and analyse event performance.
- Personalized Experience: Provide tailored recommendations based on user preferences and past booking history.
- Seamless Notifications: Integrate SMS and email services to send booking confirmations, reminders, and updates to users.

## 2.3 Advantages

- Convenience and Accessibility: Users can book tickets from the comfort of their homes or on the go, anytime, using web or mobile platforms.
- Diverse Offerings: Supports a wide range of events, including concerts, sports, and live shows, catering to varied interests.
- Real-Time Integration: Provides instant updates on seat availability, pricing, and cancellations, ensuring users have accurate information.
- Secure Payment System: Offers multiple payment options, including wallets and UPI, with robust encryption to safeguard transactions.
- Marketing Opportunities: Helps event organizers promote their events through integrated social media sharing and email campaigns.
- User Engagement: Personalized recommendations, loyalty programs, and push notifications keep users engaged and encourage repeat bookings.
- Convenience and Accessibility: Users can effortlessly browse, book, and manage tickets from anywhere using web or mobile apps.
- Real-Time Updates: Provides instant, accurate information on seat availability and event details, enhancing user experience.

## 2.4 Limitations

- Internet Dependency: Full functionality requires an internet connection, limiting access in areas with unreliable networks.
- Scalability Issues: Heavy traffic during major events can cause system slowdowns or crashes if not properly scaled.
- Service Charges: Additional booking fees may discourage users, especially in competitive markets.
- Data Privacy Concerns: Handling sensitive user data requires stringent compliance with data protection regulations, which can be complex.
- Regional Barriers: Limited language or payment method support in some areas may restrict accessibility for local users.
- Competition: Faces stiff competition from other ticketing platforms, requiring constant innovation to retain market share.
- Internet Dependency: Full functionality is dependent on a stable internet connection, limiting access in areas with poor connectivity.
- Scalability Issues: High traffic during popular events can overwhelm the system, causing delays or performance issues.



### 3. Environment Specification

#### 3.1 Hardware and Software Requirements

##### Hardware Requirements:

Microprocessor	Intel Core 11 <sup>th</sup> Generation
Memory	16GB
Hard disk	100MB Minimum

##### Software Requirements:

Operating System	Microsoft Windows
Web Browser	Google Chrome, Edge

#### 3.2 Development Description

The development of the BookYourShow System begins with requirements gathering to understand the needs of users, event organizers, and administrators. The design phase focuses on creating an intuitive and responsive interface for both web and mobile platforms, ensuring users can easily browse and book tickets. The back-end system is designed to handle user authentication, event management, and secure payment processing. During the development phase, front-end and back-end coding is carried out using ASP.NET and MYSQL. Rigorous testing is performed, including functional, security, and load testing, to address potential performance issues during high traffic. After deployment, training is provided for event organizers and administrators to use the platform efficiently. Ongoing maintenance and updates are performed to improve system performance, add new features, and maintain security post-launch

## 4. System Planning

### 4.1 Feasibility Study

- Technical Feasibility: Assess the technical capabilities required to build and maintain the BookYourShow platform. This includes evaluating the infrastructure needed to support high traffic volumes, integrating payment gateways, and ensuring system security. Review the availability of technologies like ASP.NET for backend development and MSSQL for database management, along with expertise needed to ensure smooth system performance and reliability.
- Financial Feasibility: Determine the initial investment required for software development, cloud hosting infrastructure, and third-party integrations. Calculate expected revenue streams, such as service fees from ticket bookings, partnerships with event organizers, and potential premium features for users.
- Operational Feasibility: Analyse how the BookYourShow system will operate, including managing event listings, ticket inventory, and user support. Consider the resources needed to maintain the platform, including customer service teams, admin staff, and event organizer support.
- Risk Assessment: Identify potential risks such as competition from other ticketing platforms, changes in consumer behaviour, technical issues like system downtime during peak periods, and external factors such as changes in event regulations or market conditions.

## 4.2 Software Engineering Model

For an online food ordering system, the Agile software development model is often preferred due to its iterative and flexible nature, allowing for frequent updates and adaptations to meet evolving customer needs and market trends. Within Agile, specific methodologies like Scrum might be utilized, depending on the project requirements and team preferences.

Agile methodology enables close collaboration between development teams and stakeholders, facilitating rapid development cycles known as sprints. This iterative approach allows for early and continuous delivery of valuable software increments, ensuring that the online ordering system can be quickly developed, tested, and refined based on user feedback.

Additionally, Agile methodologies promote cross-functional teams, where developers, designers, product managers, and other stakeholders work closely together to deliver high-quality software efficiently. This collaborative approach is well-suited for complex projects like online food ordering systems, where multiple functionalities such as order processing and payment integration.

Overall, the Agile software development model offers the flexibility, adaptability, and collaborative framework necessary for the successful development and deployment of an online food ordering system.

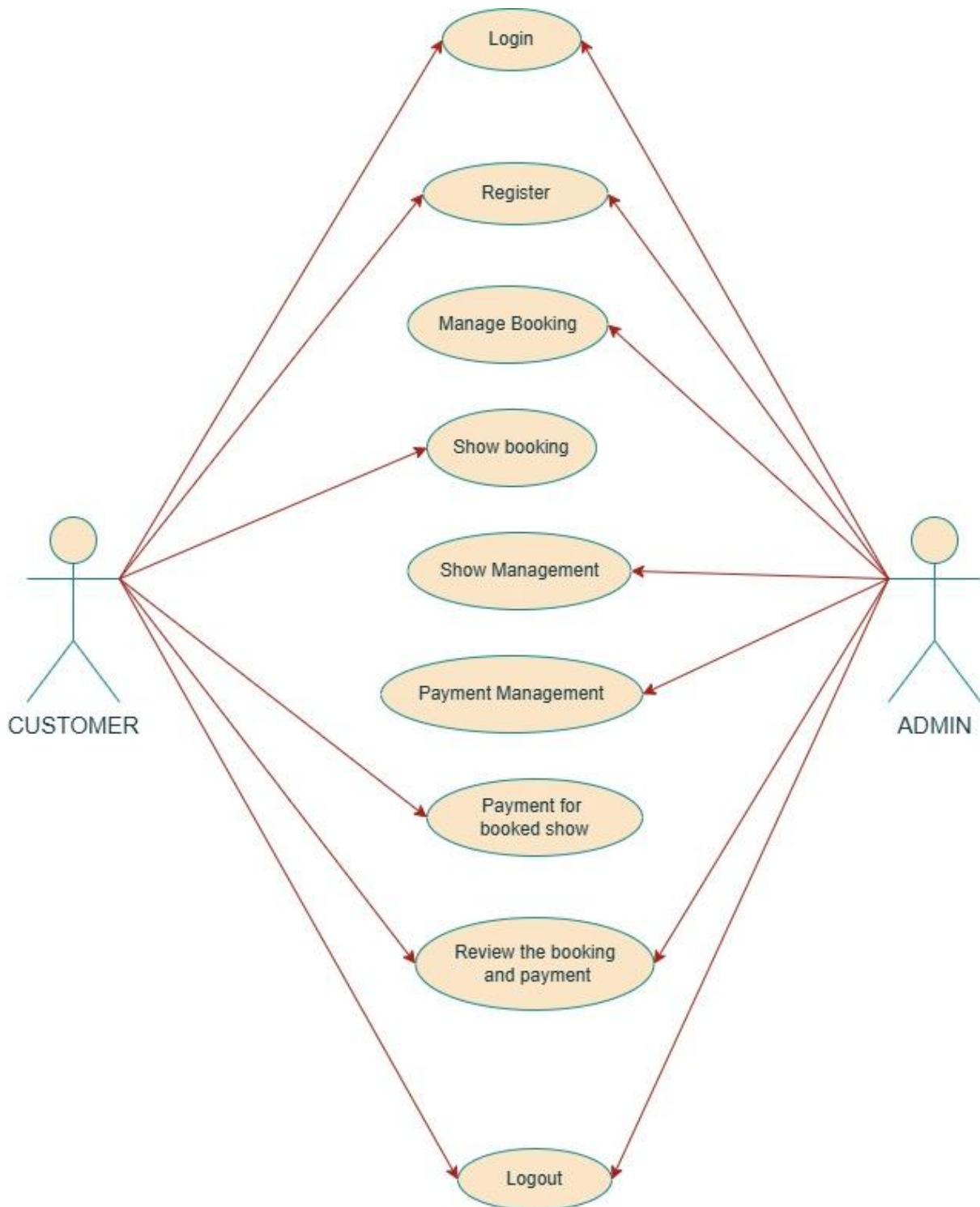
### 4.3 Risk Analysis

- Competition Risk: The online ticketing market is highly competitive, with established players like Ticketmaster and Eventbrite. New entrants may face challenges in gaining market share, and existing competitors may enhance their offerings, potentially reducing BookYourShow's visibility and user base.
- Payment and Security Risks: Handling sensitive payment and personal data creates security challenges. Breaches or data theft could harm the platform's reputation and result in legal and financial penalties.
- System Downtime and Performance Issues: The platform could experience technical difficulties during peak usage times, such as major events or movie releases, leading to downtime or degraded user experience. Ensuring robust infrastructure, cloud scalability, and stress testing is vital to minimize these risks.
- Market Demand Risk: Changes in consumer behaviour, such as a shift to in-person event purchases or a preference for other forms of entertainment, could impact demand for online ticketing services. Market research and flexibility in offerings are essential to adapt to changing trends.
- Economic Factors: External economic factors, such as recessions or increased event cancellation rates due to global crises (e.g., pandemics), may reduce consumer spending on entertainment, affecting ticket sales and overall revenue.

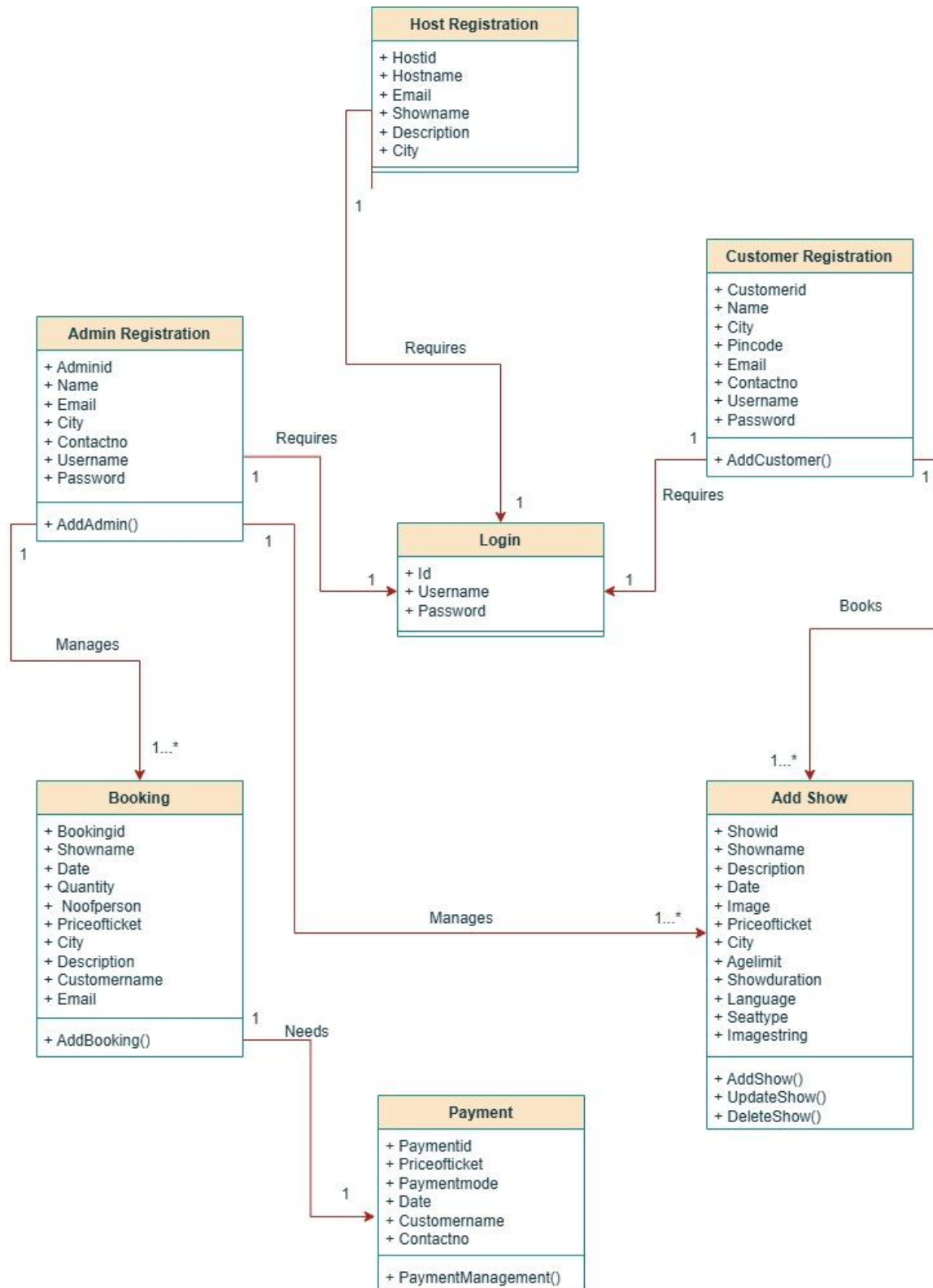
## 5. System Analysis

### 5.1 UML Diagrams.

#### 5.1.1 Use Case Diagram

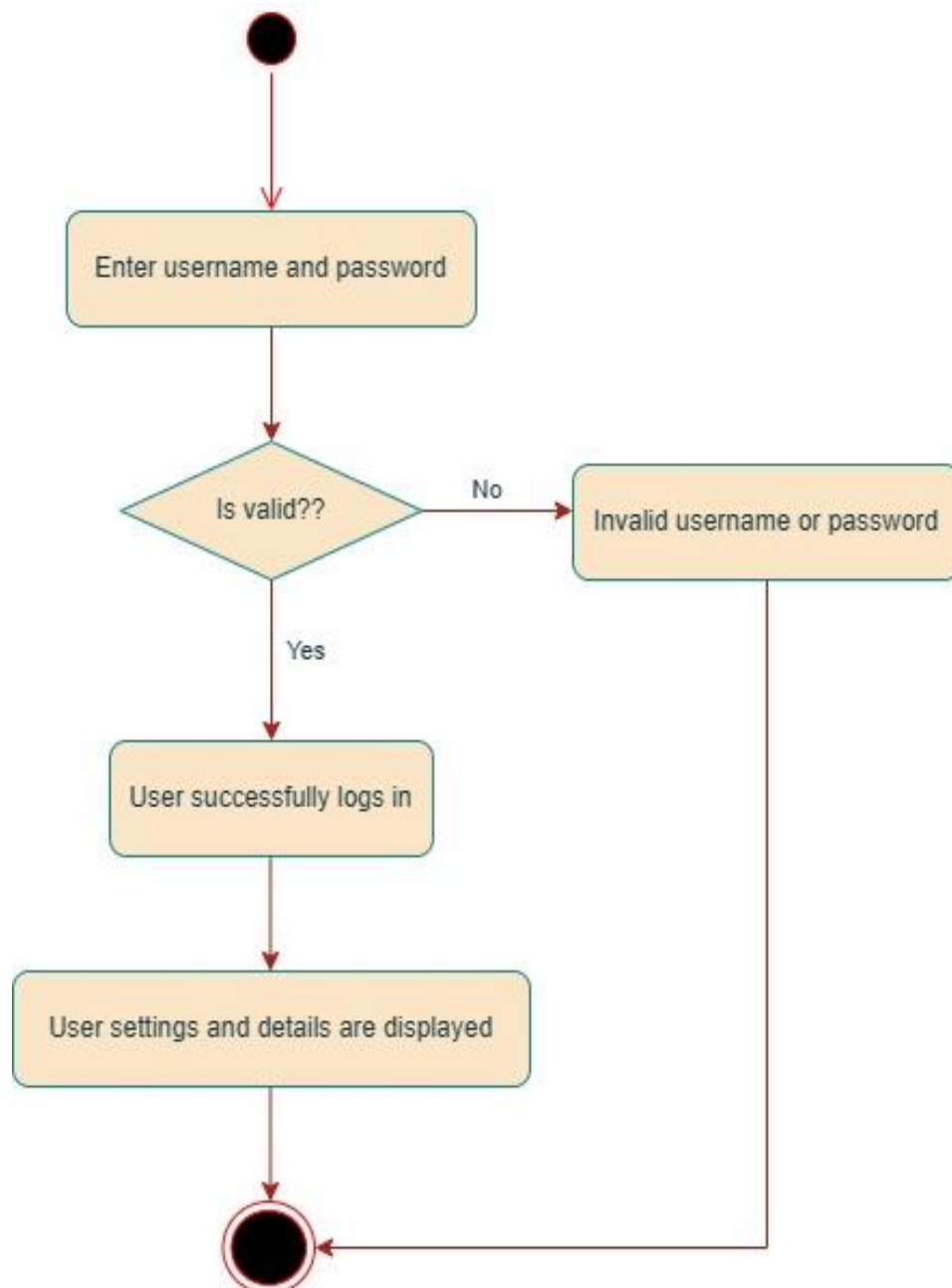


### 5.1.2 Class Diagram

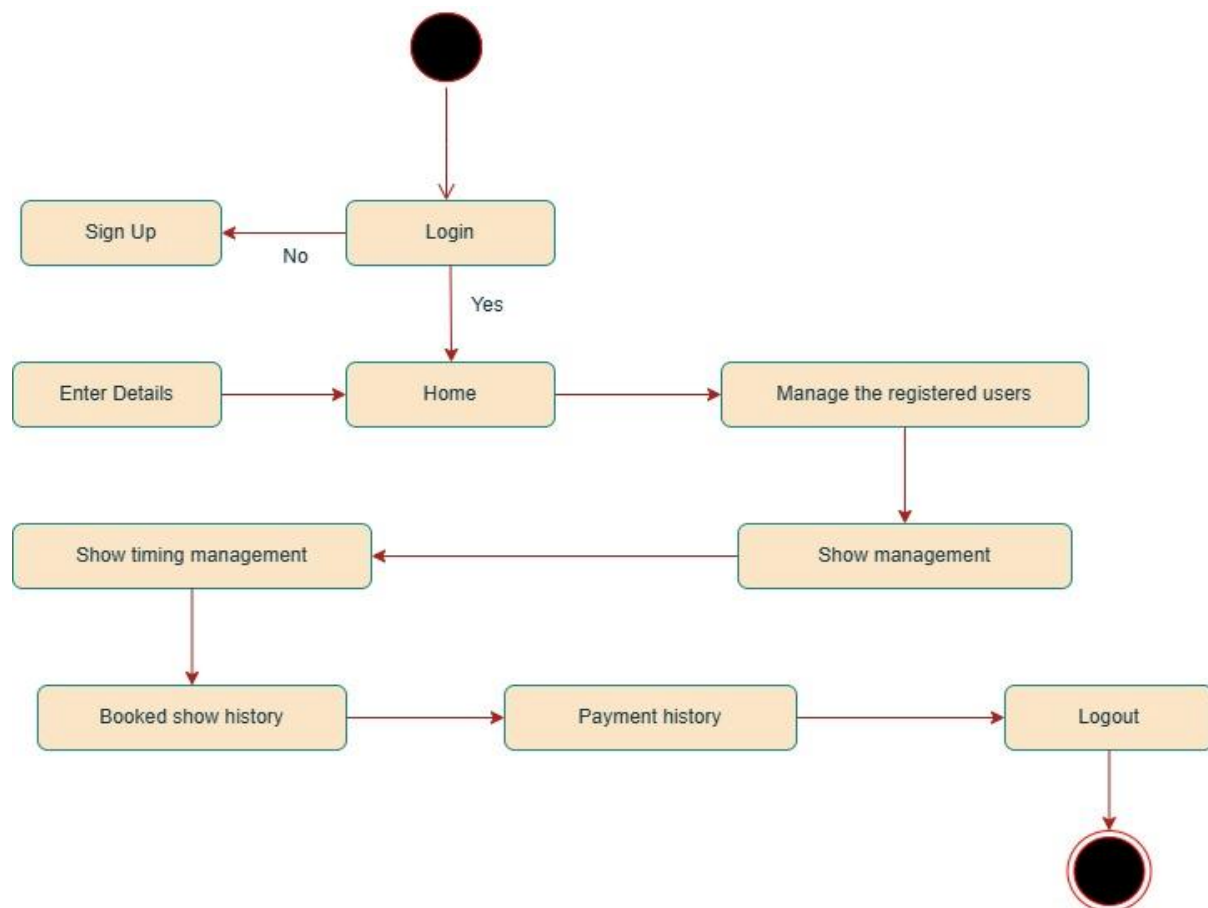


### 5.1.3 Activity Diagram

#### 5.1.3(a) Login

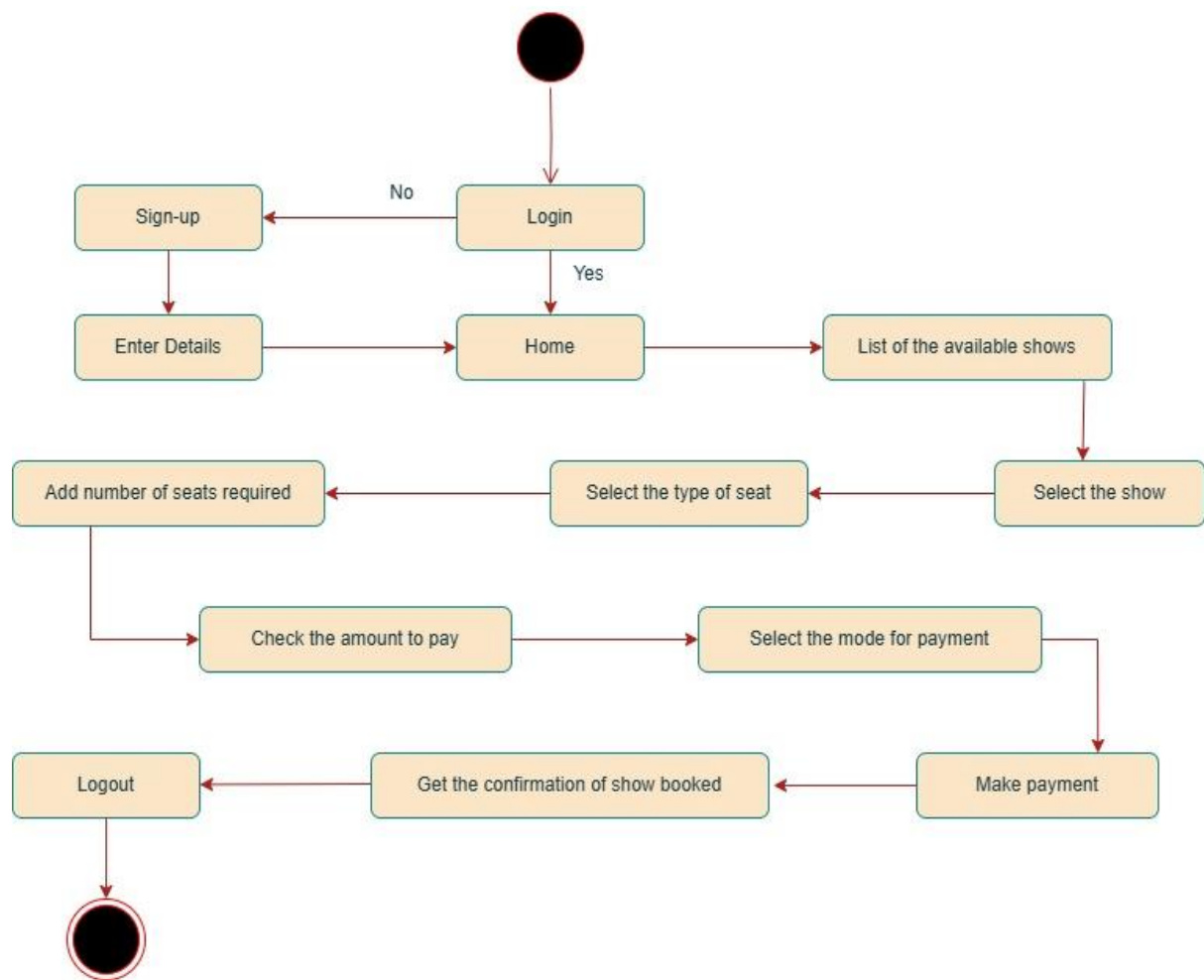


### 5.1.3(b) Admin

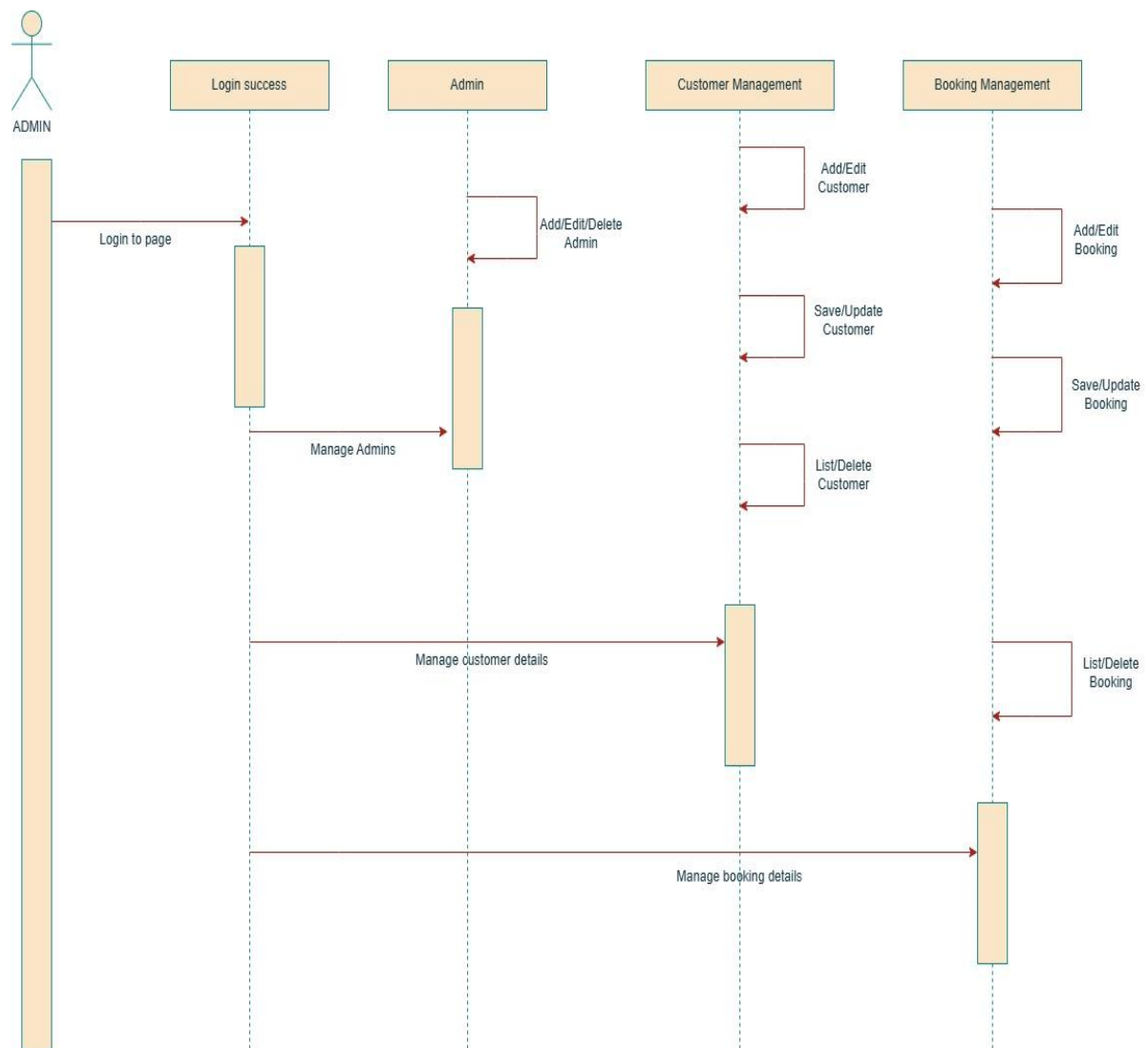




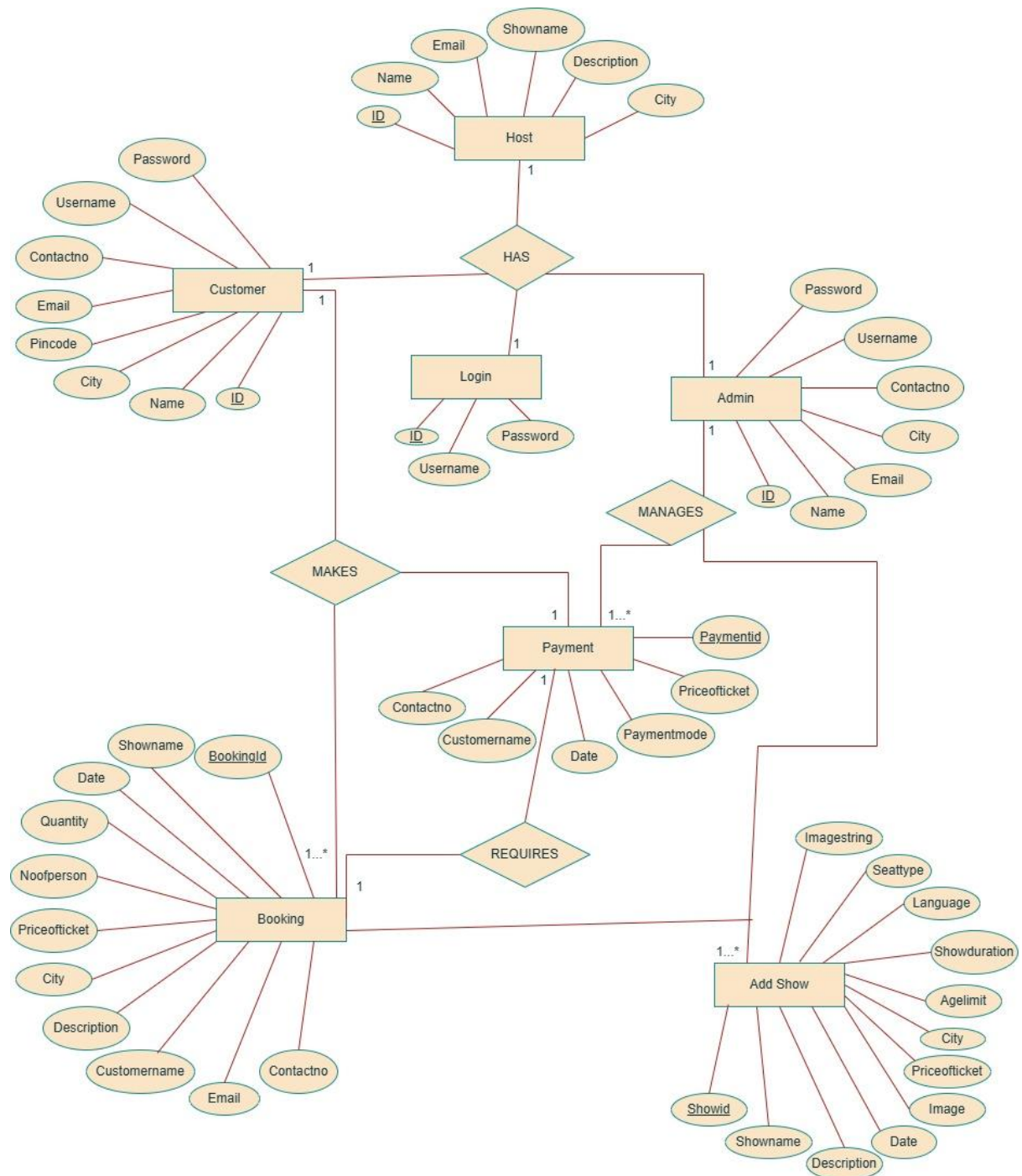
### 5.1.3(c) Customer



### 5.1.4 Sequence Diagram



## 5.2 ER Diagram



## 6. Designing

### 6.1 Database Designing

Customer Login Table

	Column Name	Data Type	Allow Nulls
🔑	Id	int	<input type="checkbox"/>
	Customerid	int	<input checked="" type="checkbox"/>
	Username	varchar(50)	<input checked="" type="checkbox"/>
	Password	varchar(50)	<input checked="" type="checkbox"/>
			<input type="checkbox"/>

Customer Registration Table

	Column Name	Data Type	Allow Nulls
🔑	Customerid	int	<input type="checkbox"/>
	Name	varchar(50)	<input checked="" type="checkbox"/>
	City	varchar(50)	<input checked="" type="checkbox"/>
	Pincode	varchar(50)	<input checked="" type="checkbox"/>
	Email	varchar(50)	<input checked="" type="checkbox"/>
	Contactno	varchar(50)	<input checked="" type="checkbox"/>
	Username	varchar(50)	<input checked="" type="checkbox"/>
	Password	varchar(50)	<input checked="" type="checkbox"/>
			<input type="checkbox"/>

Admin Login Table

	Column Name	Data Type	Allow Nulls
🔑	Id	int	<input type="checkbox"/>
	Adminid	int	<input checked="" type="checkbox"/>
	Username	varchar(50)	<input checked="" type="checkbox"/>
	Password	varchar(50)	<input checked="" type="checkbox"/>
			<input type="checkbox"/>


### Admin Registration Table

	Column Name	Data Type	Allow Nulls
PK	Adminid	int	<input type="checkbox"/>
	Name	varchar(50)	<input checked="" type="checkbox"/>
	Email	varchar(50)	<input checked="" type="checkbox"/>
	City	varchar(50)	<input checked="" type="checkbox"/>
	Contactno	varchar(50)	<input checked="" type="checkbox"/>
	Username	varchar(50)	<input checked="" type="checkbox"/>
	Password	varchar(50)	<input checked="" type="checkbox"/>
			<input type="checkbox"/>


### Booking Table

	Column Name	Data Type	Allow Nulls
PK	Bookingid	int	<input type="checkbox"/>
	Showid	int	<input checked="" type="checkbox"/>
	Showname	varchar(50)	<input checked="" type="checkbox"/>
	Date	datetime	<input checked="" type="checkbox"/>
	Quantity	int	<input checked="" type="checkbox"/>
	Noofperson	int	<input checked="" type="checkbox"/>
	Priceofticket	int	<input checked="" type="checkbox"/>
	City	varchar(50)	<input checked="" type="checkbox"/>
	Description	varchar(50)	<input checked="" type="checkbox"/>
	Customerid	int	<input checked="" type="checkbox"/>
	Name	varchar(50)	<input checked="" type="checkbox"/>
	Email	varchar(50)	<input checked="" type="checkbox"/>
	Contactno	varchar(50)	<input checked="" type="checkbox"/>
			<input type="checkbox"/>

### Add Show Table

	Column Name	Data Type	Allow Nulls
	Showid	int	<input type="checkbox"/>
	Showname	varchar(50)	<input checked="" type="checkbox"/>
	Description	varchar(50)	<input checked="" type="checkbox"/>
	Date	date	<input checked="" type="checkbox"/>
	Image	varbinary(MAX)	<input checked="" type="checkbox"/>
	Priceofticket	int	<input checked="" type="checkbox"/>
	City	varchar(50)	<input checked="" type="checkbox"/>
	Agelimit	varchar(50)	<input checked="" type="checkbox"/>
	Showduration	varchar(50)	<input checked="" type="checkbox"/>
	Language	varchar(50)	<input checked="" type="checkbox"/>
	Seattype	varchar(50)	<input checked="" type="checkbox"/>
	Imagestring	varchar(MAX)	<input checked="" type="checkbox"/>
			<input type="checkbox"/>

### Host Login Table

	Column Name	Data Type	Allow Nulls
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	Hostid	int	<input checked="" type="checkbox"/>
	Username	varchar(50)	<input checked="" type="checkbox"/>
	Password	varchar(50)	<input checked="" type="checkbox"/>
			<input type="checkbox"/>

### Host Registration Table

	Column Name	Data Type	Allow Nulls
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	Showname	varchar(50)	<input checked="" type="checkbox"/>
	Description	varchar(50)	<input checked="" type="checkbox"/>
	City	varchar(50)	<input checked="" type="checkbox"/>
			<input type="checkbox"/>

### Payment Table

	Column Name	Data Type	Allow Nulls
PK	Paymentid	int	<input type="checkbox"/>
	Customerid	int	<input checked="" type="checkbox"/>
	Bookingid	int	<input checked="" type="checkbox"/>
	Priceofticket	int	<input checked="" type="checkbox"/>
	Payment_mode	varchar(50)	<input checked="" type="checkbox"/>
	Date	datetime	<input checked="" type="checkbox"/>
	Name	varchar(50)	<input checked="" type="checkbox"/>
	Contactno	varchar(50)	<input checked="" type="checkbox"/>
			<input type="checkbox"/>

## 6.2 Interface Designing

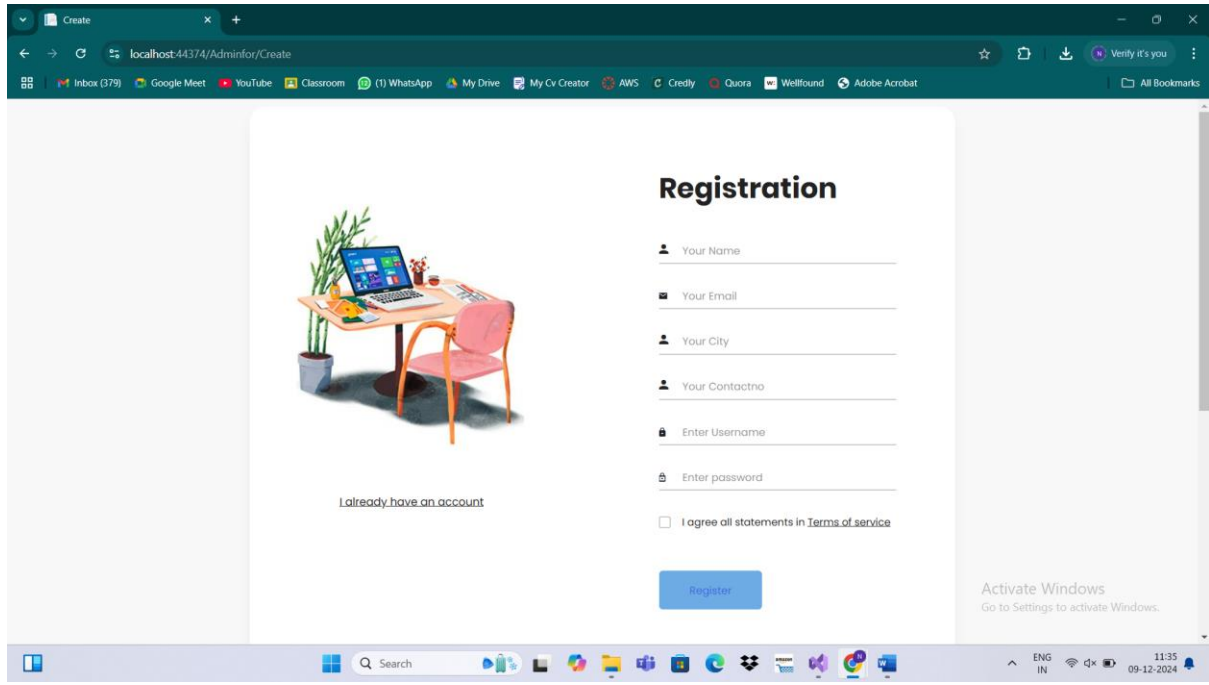
### Admin

Create

localhost:44374/Adminfor/Create

Inbox (378) Google Meet YouTube Classroom (1) WhatsApp My Drive My Cv Creator AWS Credly Quora Wellfound Adobe Acrobat

### Registration



[I already have an account](#)

Your Name

Your Email

Your City

Your Contactno

Enter Username

Enter password

☐ I agree all statements in [Terms of service](#)

Register

Activate Windows  
Go to Settings to activate Windows.

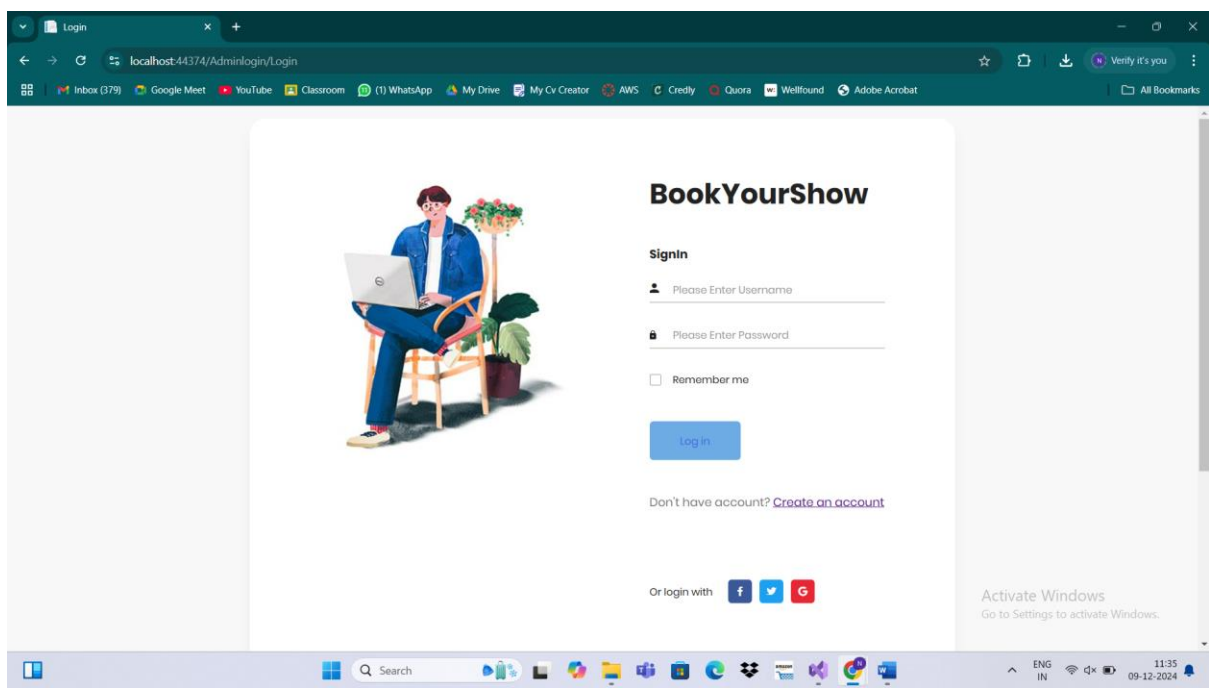
ENG IN 11:35 09-12-2024

Login

localhost:44374/Adminlogin/Login

Inbox (378) Google Meet YouTube Classroom (1) WhatsApp My Drive My Cv Creator AWS Credly Quora Wellfound Adobe Acrobat

### BookYourShow



Signin




Please Enter Username

Please Enter Password

☐ Remember me

login

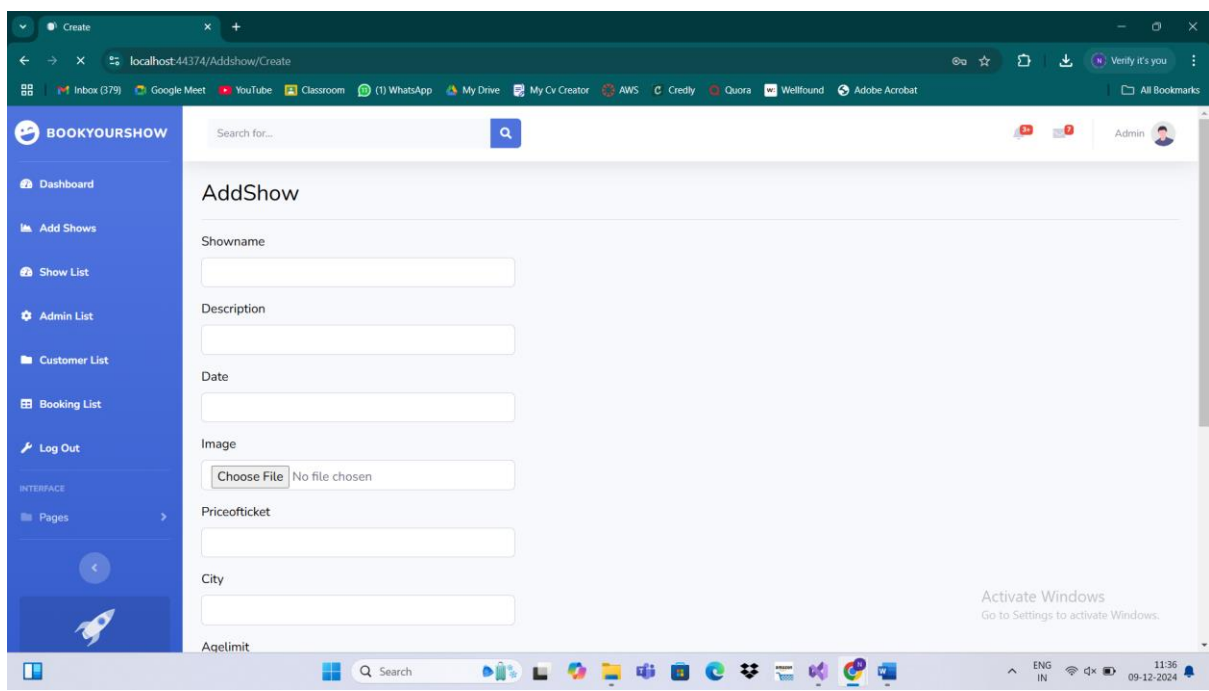
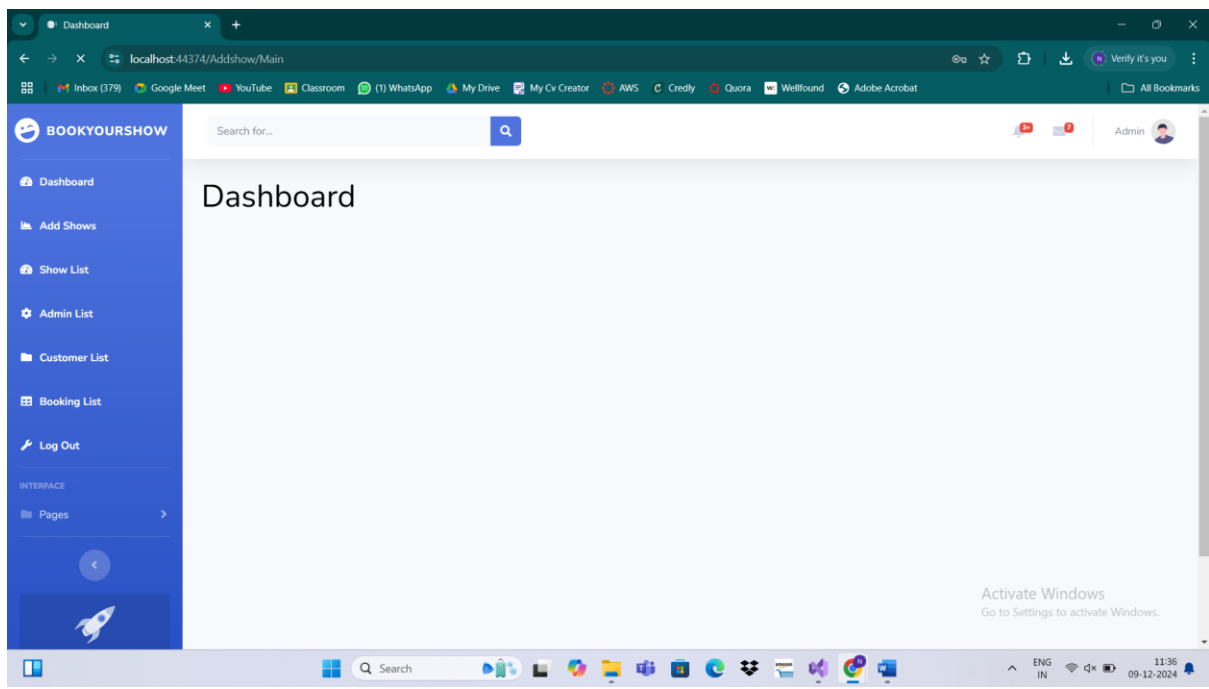
Don't have account? [Create an account](#)

Or login with   

Activate Windows  
Go to Settings to activate Windows.

ENG IN 11:35 09-12-2024





Priceofticket

City

Agelimit

Select Age Limit

Showduration

Language

Select Language

Seattype

Add

Back to List

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localhost:44374/Addshow

Inbox (379)

Google Meet

YouTube

Classroom

(1) WhatsApp

My Drive

My Cv Creator

AWS

Credly

Quora

Wellfound

Adobe Acrobat

All Bookmarks

BOOKYOURSHOW

Dashboard

Add Shows

Show List

Admin List

Customer List

Booking List

Log Out

INTERFACE





Pages

Search for...

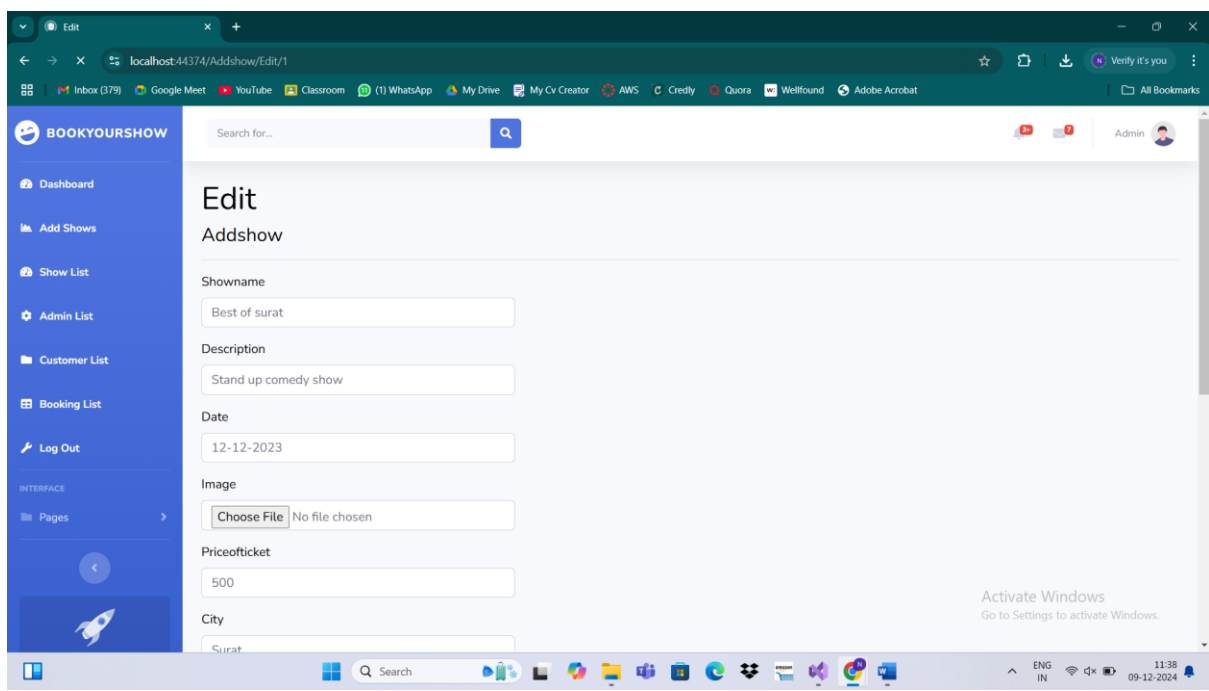
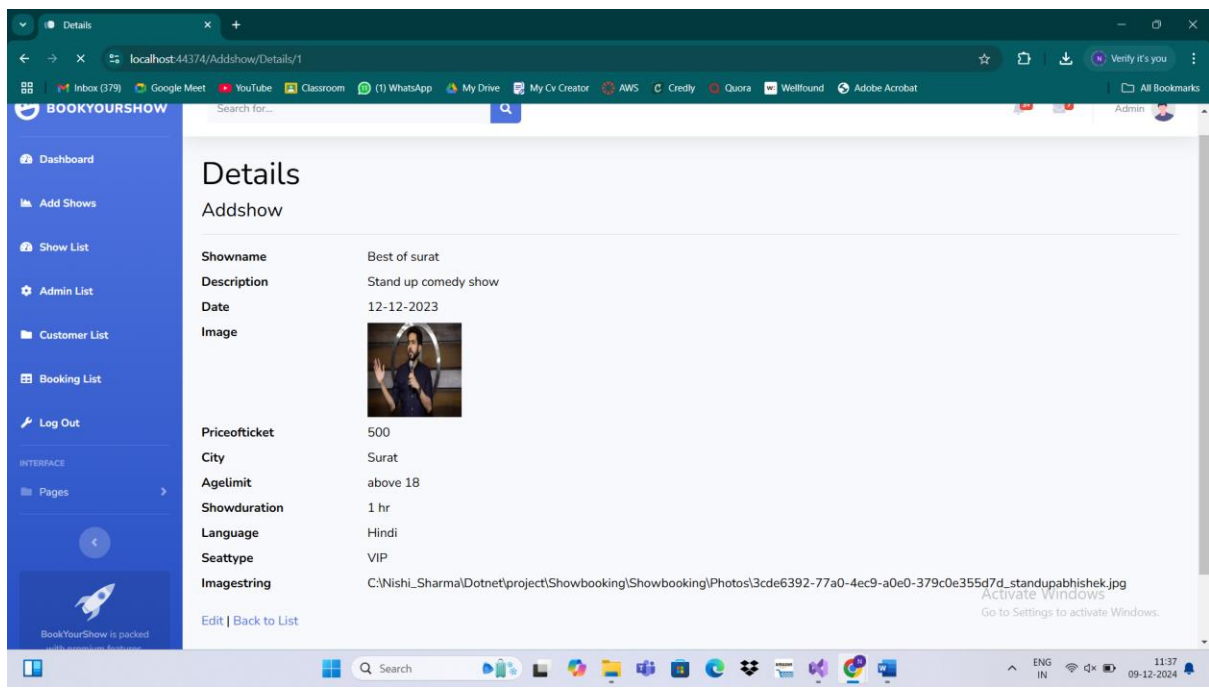
Admin

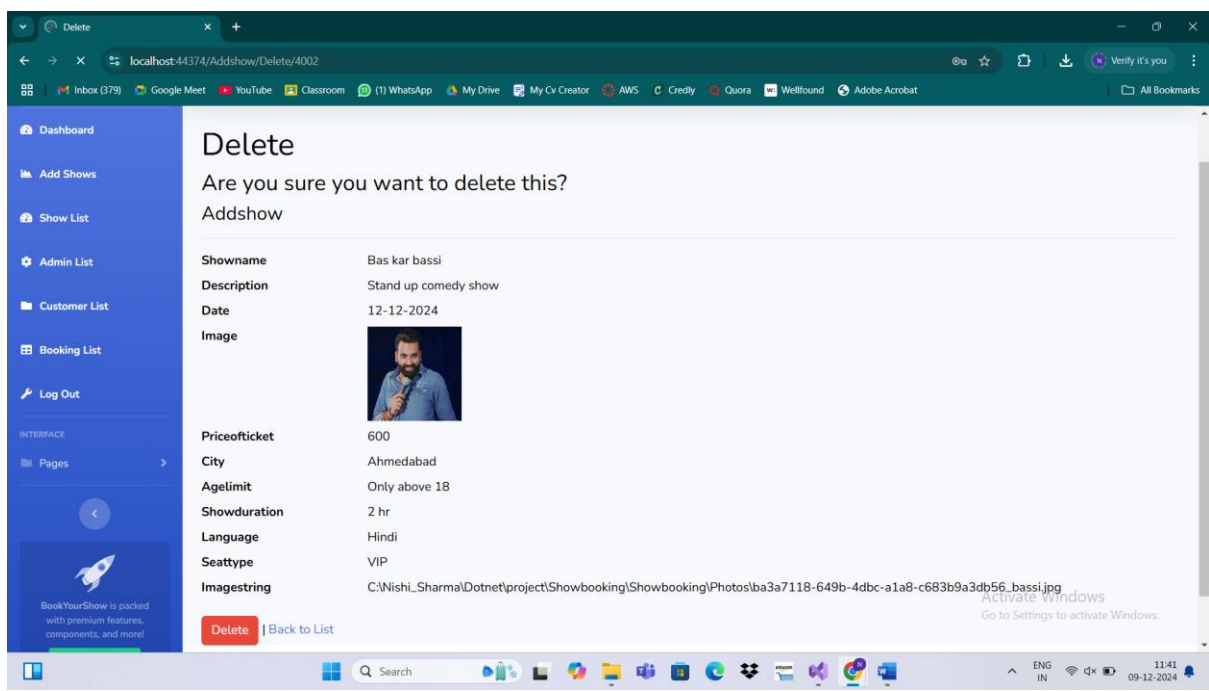
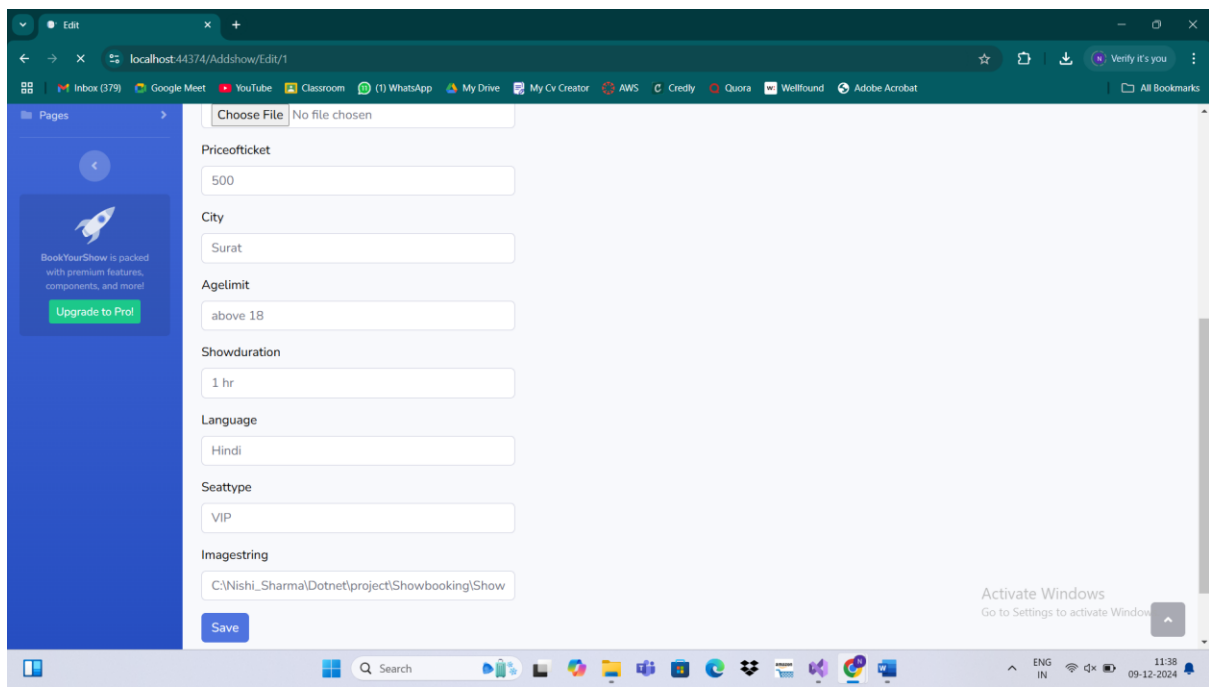
# Index

Create New

Showname	Description	Date	Image	Priceofticket	City	Agelimit	Showduration	Language	Seattype	
Best of surat	Stand up comedy show	12-12-2023		500	Surat	above 18	1 hr	Hindi	VIP	<a href="#">Edit</a>   <a href="#">Details</a>   <a href="#">Delete</a>
Bas kar bassi	Stand up comedy show	12-12-2024		600	Ahmedabad	Only above 18	2 hr	Hindi	VIP	<a href="#">Edit</a>   <a href="#">Details</a>   <a href="#">Delete</a>
Arijit Singh Concert	Concert	15-12-2024		1000	Surat	Valid for all	2 hr	Hindi	VIP	<a href="#">Edit</a>   <a href="#">Details</a>   <a href="#">Delete</a>
Voice of Sonu Nigam	Concert	15-12-2024		1500	Surat	Valid for all	2 hr	Hindi	VIP	<a href="#">Edit</a>   <a href="#">Details</a>   <a href="#">Delete</a>

Activate Windows  
Go to Settings to activate Windows.





BOOKYOURSHOW

Search for...

Admin

Dashboard

Add Shows

Show List

Admin List

Customer List

Booking List

Log Out

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Pages

## Index

Create New

Name	Email	City	Contactno	Username	Password	
Nishi	nishisharma3012@gmail.com	Surat	7016675471	Nishi	Nishi123	<a href="#">Edit</a>   <a href="#">Details</a>   <a href="#">Delete</a>
Admin	admin@gamil.com	Surat	9876543211	admin	123	<a href="#">Edit</a>   <a href="#">Details</a>   <a href="#">Delete</a>
Shreya Sharma	shreya@gmail.com	Ahmedabad	9876543212	Shreya	Shreya23	<a href="#">Edit</a>   <a href="#">Details</a>   <a href="#">Delete</a>
Krishi	krishi@gmail.com	Surat	987654323	Krishi	Krishi123	<a href="#">Edit</a>   <a href="#">Details</a>   <a href="#">Delete</a>
Urva	urva@gmail.com	Ahmedabad	9876543211	Urva	Urva123	<a href="#">Edit</a>   <a href="#">Details</a>   <a href="#">Delete</a>
Richa	richa@gmail.com	Ahmedabad	987654323	Richa	Richa123	<a href="#">Edit</a>   <a href="#">Details</a>   <a href="#">Delete</a>
Trisha	trisha@gmail.com	Ahmedabad	9876543211	Trisha	Trisha123	<a href="#">Edit</a>   <a href="#">Details</a>   <a href="#">Delete</a>

Activate Windows

Go to Settings to activate Windows.

BOOKYOURSHOW

Search for...

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Dashboard

Add Shows

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## Index

Create New

Name	City	Pincode	Email	Contactno	Username	Password	
Swara	Surat	395007	swara@gmail.com	9876543211	swara	swara123	<a href="#">Edit</a>   <a href="#">Details</a>   <a href="#">Delete</a>
Nishi	Surat	395007	nishisharma3012@gmail.com	7016675471	Nishi	Nishi123	<a href="#">Edit</a>   <a href="#">Details</a>   <a href="#">Delete</a>
abc	abc	abc	abc	abc	abc	abc	<a href="#">Edit</a>   <a href="#">Details</a>   <a href="#">Delete</a>
Kripa Rana	Surat	395007	kripa@gmail.cpm	987654323	Kripa	Kripa123	<a href="#">Edit</a>   <a href="#">Details</a>   <a href="#">Delete</a>

Activate Windows

Go to Settings to activate Windows.

Dashboard

localhost:44374/Booking/Dashboard

Inbox (379)Google MeetYouTubeClassroom(1) WhatsAppMy DriveMy Cv CreatorAWS CredlyQuoraWellfoundAdobe Acrobat

Verify it's you

Admin

Search for...

Dashboard

Create New

Showname	Date	Quantity	Noofperson	Priceofticket	FinalAmount	City	Description	Name	Email	Contactno	Custom
Best of surat	18-12-2024 09:00:00	1	1	500		Surat	Stand up comedy show	Nishi	nishisharma3012@gmail.com	7016675471	1
Arijit Singh Concert		3		1000		Surat	Concert	abc ded	abc@gmail.com	5125666	1
Bas kar bassi	27-12-2024 02:53:00	3		600	1800	Ahmedabad	Stand up comedy show				1
Arijit Singh Concert	12-01-2025 22:50:00	4		1000	4000	Surat	Concert	abc ded	abc@gmail.com	5125666	1

Activate Windows  
Go to Settings to activate Windows.

ENG IN 11:43 09-12-2024

Dashboard

localhost:44374/Addshow/Main

Inbox (379)Google MeetYouTubeClassroom(1) WhatsAppMy DriveMy Cv CreatorAWS CredlyQuoraWellfoundAdobe Acrobat

Verify it's you

Admin

Search for...

Dashboard

Profile

Settings

Activity Log

Logout

Activate Windows  
Go to Settings to activate Windows.

ENG IN 11:43 09-12-2024

## Customer

The screenshot shows a web browser window with the address bar displaying 'localhost:44374/Customerfor/Create'. The browser's taskbar at the bottom shows various applications like Google Meet, YouTube, Classroom, WhatsApp, My Drive, My Cv Creator, AWS, Credly, Quora, Wellfound, and Adobe Acrobat. The page title is 'Create - Showbooking'. The main content area features a form titled 'Create Your Account' with the instruction 'Fill in the details below to create an account'. The form contains the following fields: Full Name, City, Pincode, Email, Contact Number, and Username. An 'Activate Windows' watermark is visible on the right side of the form.

Create - Showbooking

localhost:44374/Customerfor/Create

Showbooking Home Privacy

### Create Your Account

Fill in the details below to create an account

Full Name

City

Pincode

Email

Contact Number

Username

Activate Windows  
Go to Settings to activate Windows.

This screenshot shows the same 'Create Your Account' form, but with the 'Create Account' button highlighted in blue. The button text is 'Create Account' with a checkmark icon. Below the button, there is a link that says 'Already have an account?'. The browser window and taskbar are the same as in the previous screenshot.

Create - Showbooking

localhost:44374/Customerfor/Create

Showbooking Home Privacy

### Create Your Account

Fill in the details below to create an account

City

Pincode

Email

Contact Number

Username

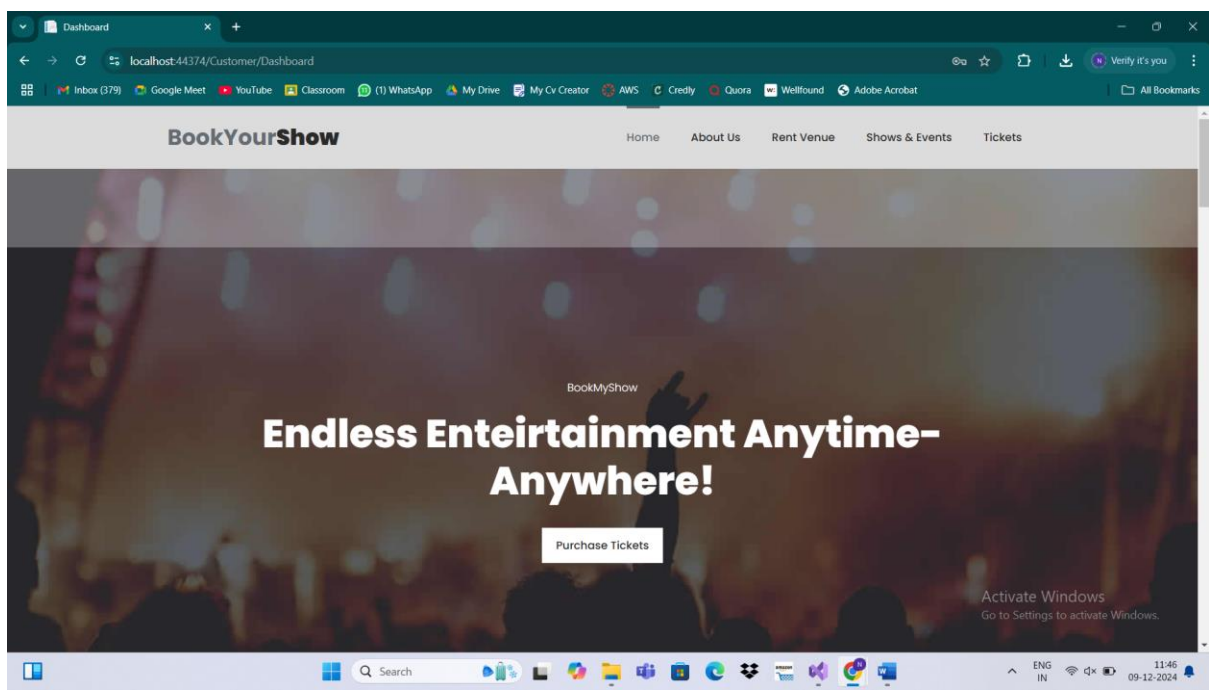
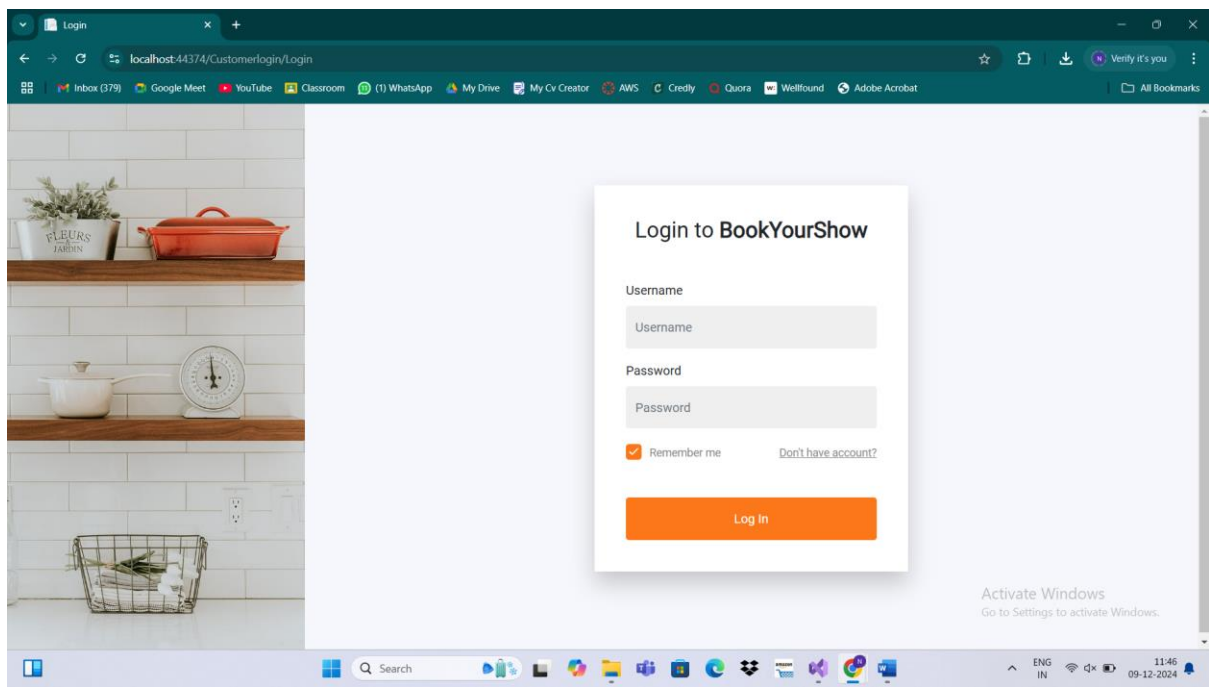
Password

Create Account

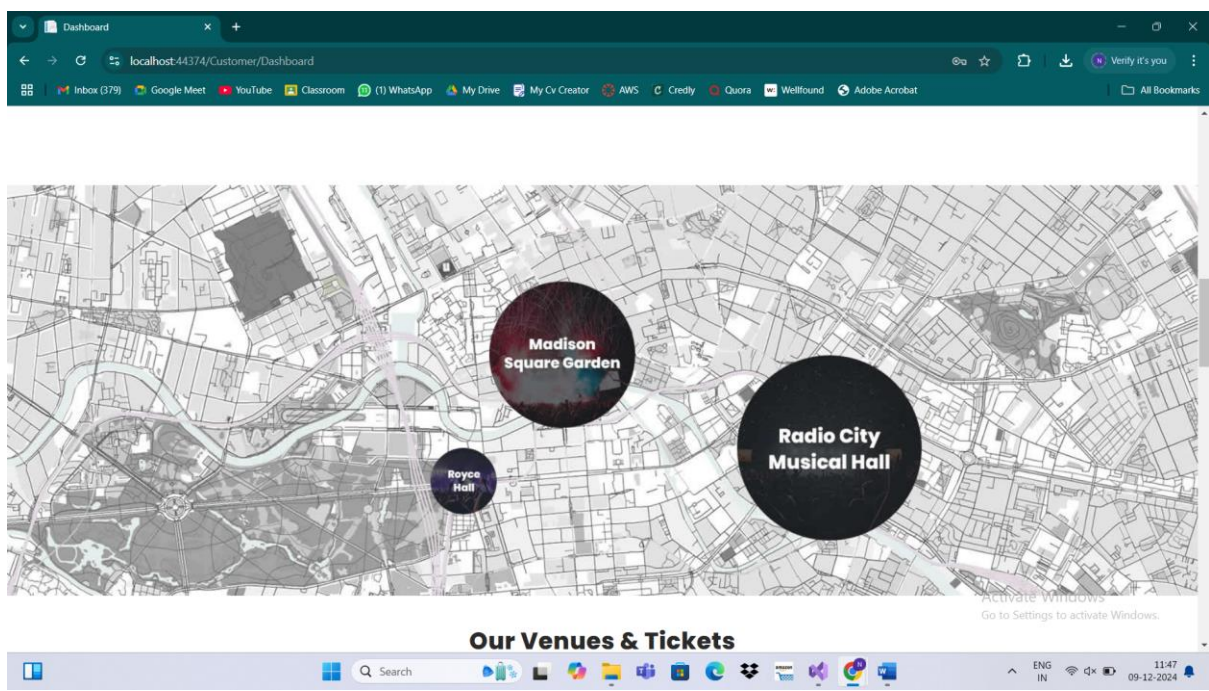
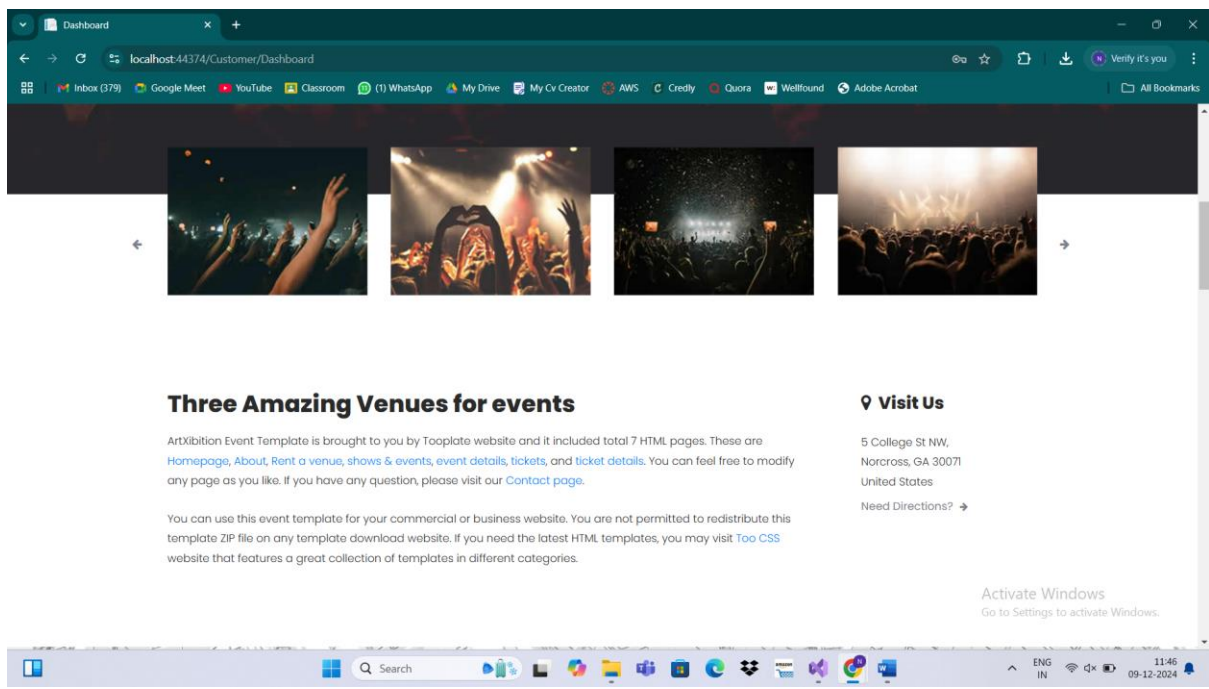
Already have an account?

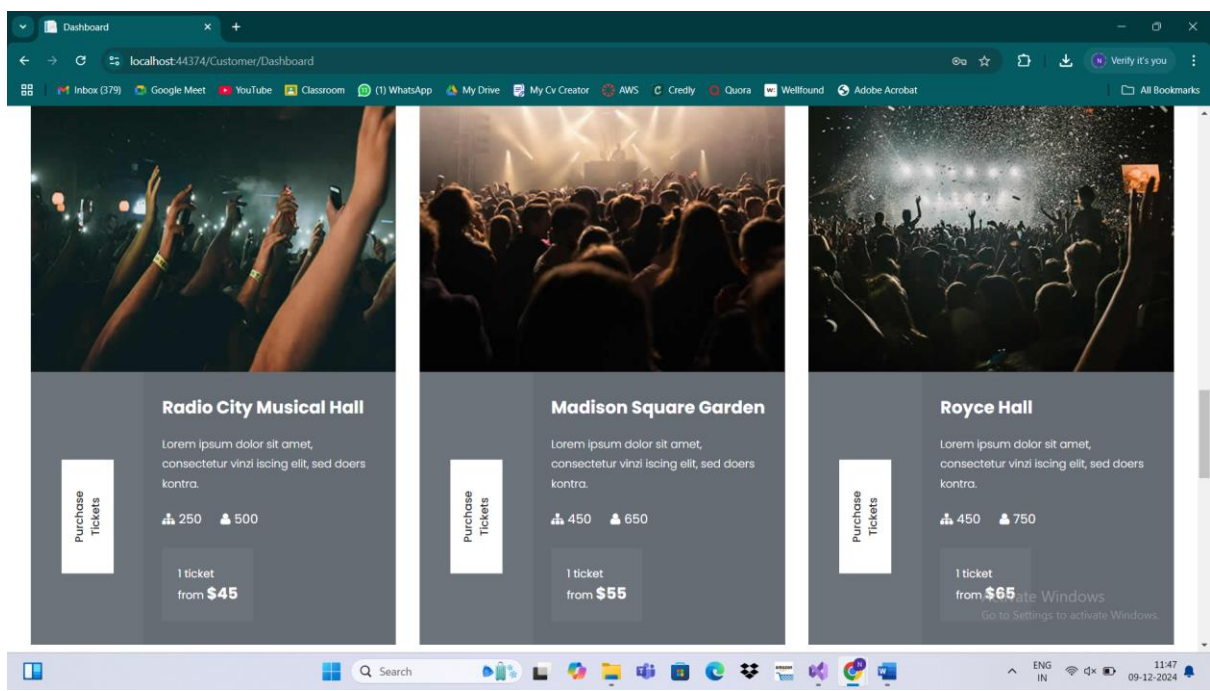
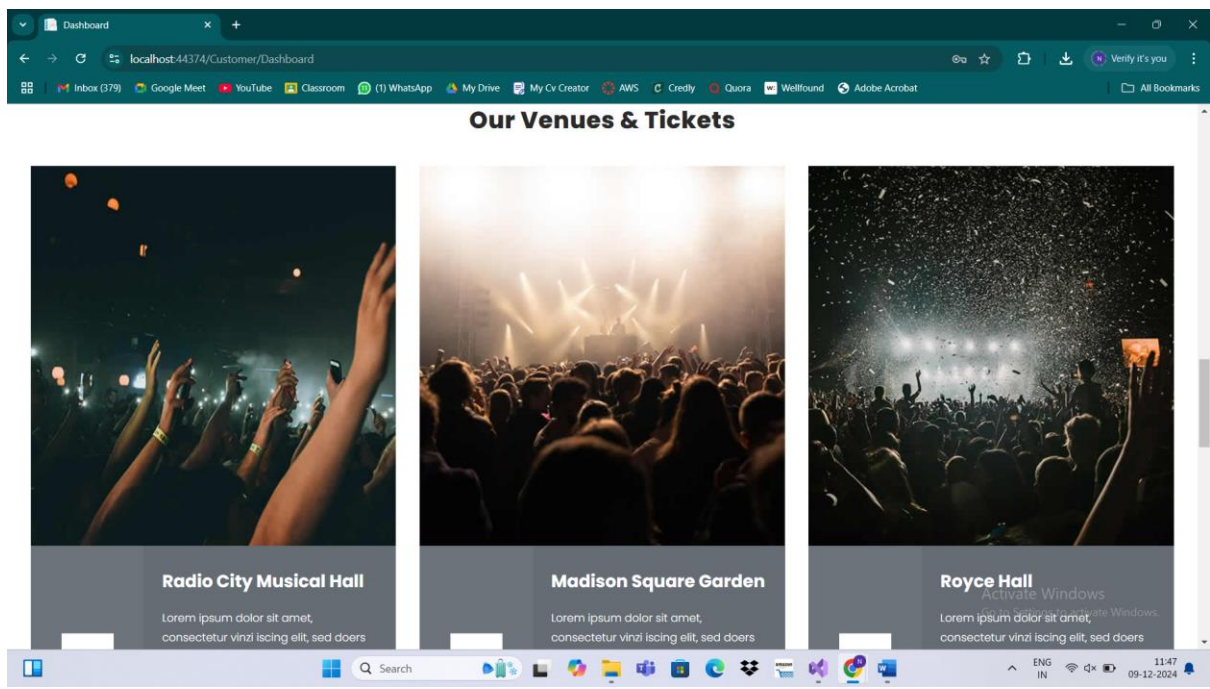
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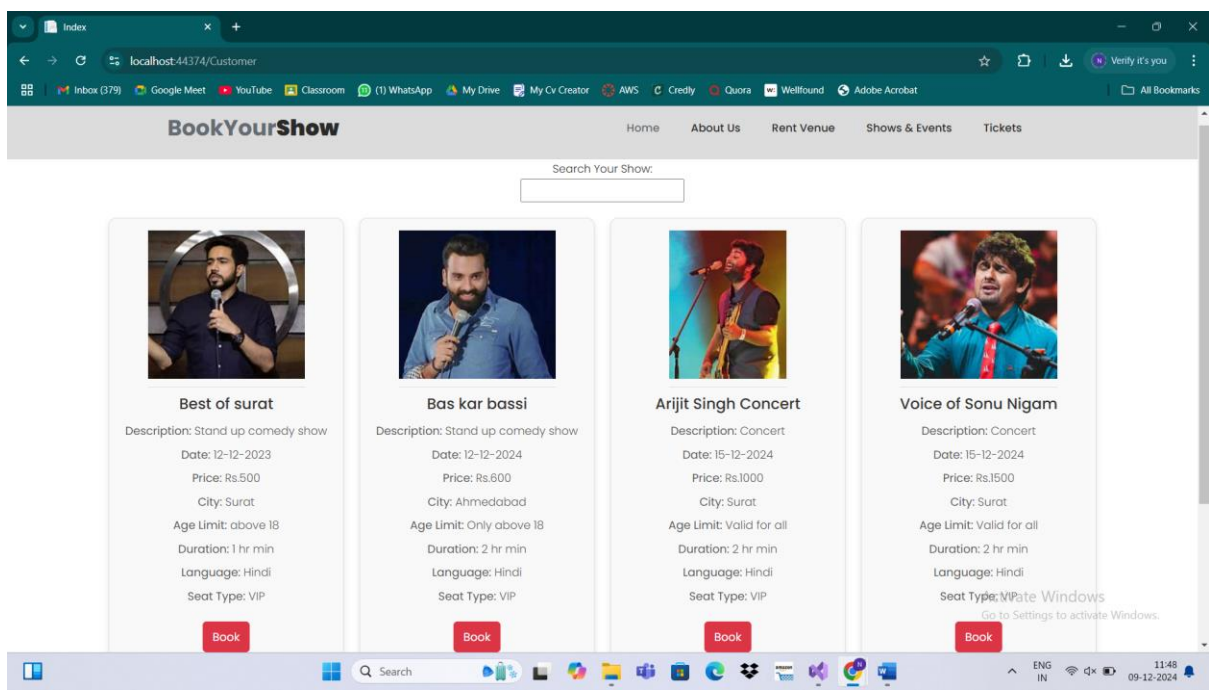
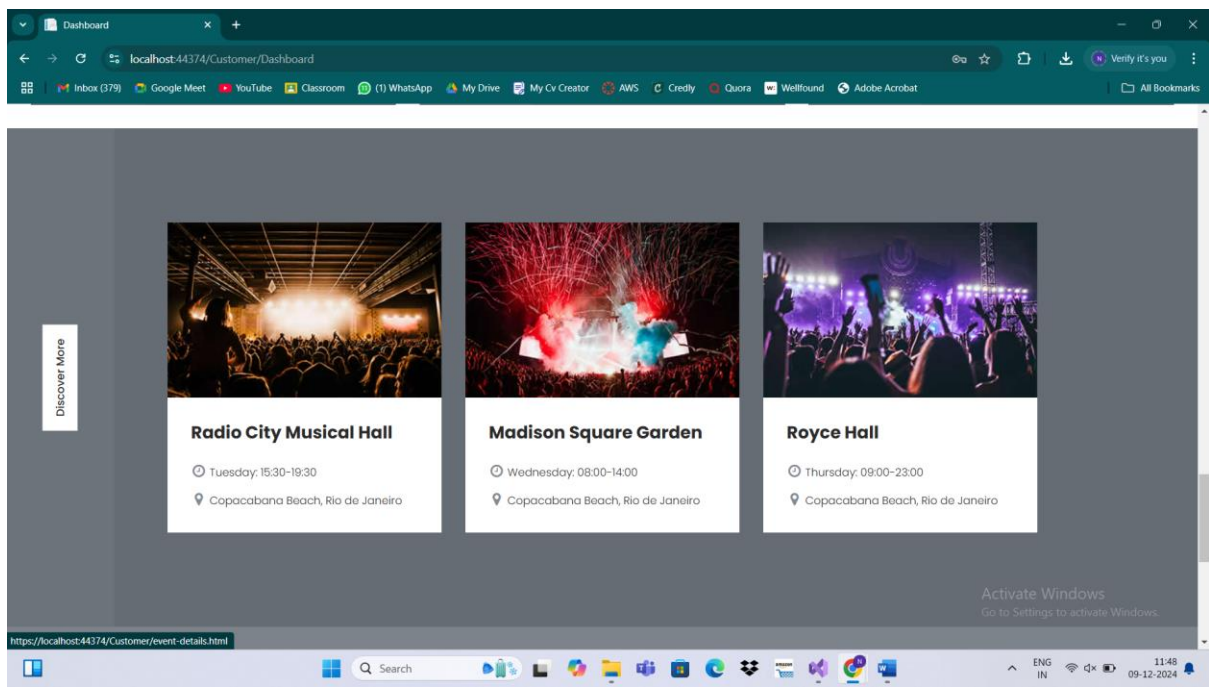
Activate Windows  
Go to Settings to activate Windows.











Create

localhost:44374/Booking/create?showname=Best%20of%20surat&showid=1&city=Surat&des=Stand%20up%20comedy%20show&price=500

Inbox (379) Google Meet YouTube Classroom (1) WhatsApp My Drive My Cv Creator AWS Credly Quora Wellfound Adobe Acrobat

All Bookmarks

## BookYourShow

Home About Us Rent Venue Shows & Events Tickets

### Book Your Tickets

Showid

Showname

Date

Quantity

Priceofticket

FinalAmount

City

Description

Activate Windows  
Go to Settings to activate Windows.

USD/INR  
-0.10%

Search

ENG IN 22:37 11-12-2024

Create

localhost:44374/Booking/create?showname=Best%20of%20surat&showid=1&city=Surat&des=Stand%20up%20comedy%20show&price=500

Inbox (379) Google Meet YouTube Classroom (1) WhatsApp My Drive My Cv Creator AWS Credly Quora Wellfound Adobe Acrobat

All Bookmarks

2

Priceofticket

FinalAmount

City

Description

Customerid

Name

Email

Contactno

Back to List

Process Payment

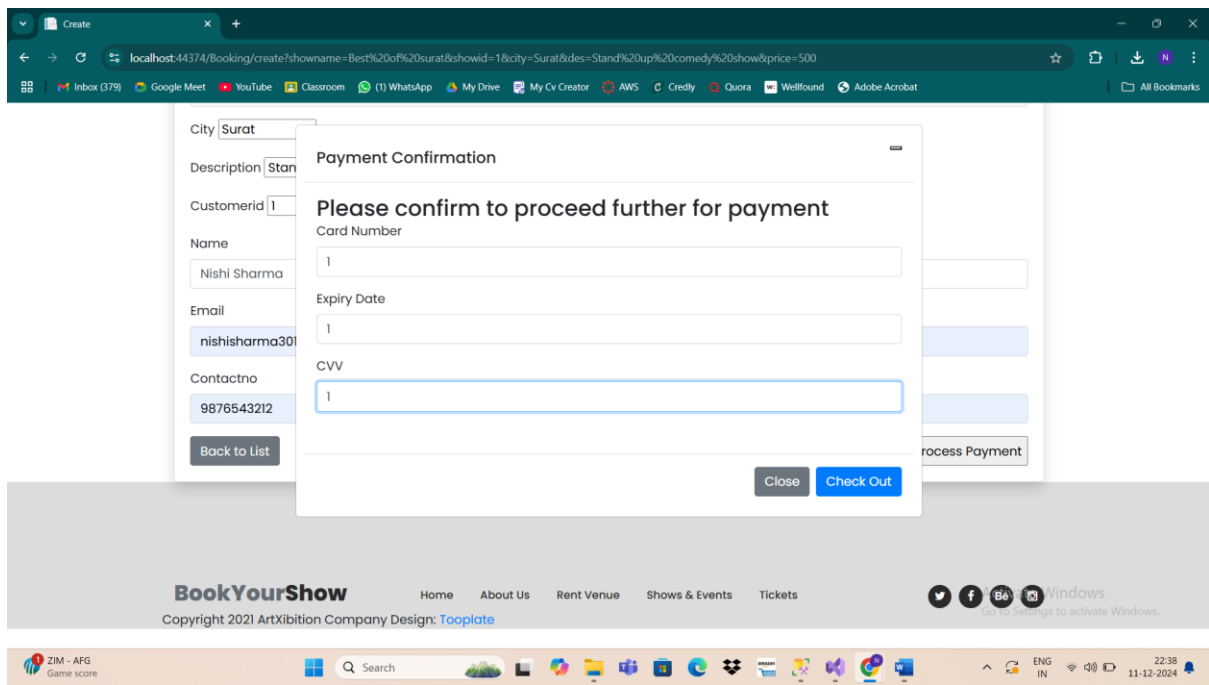
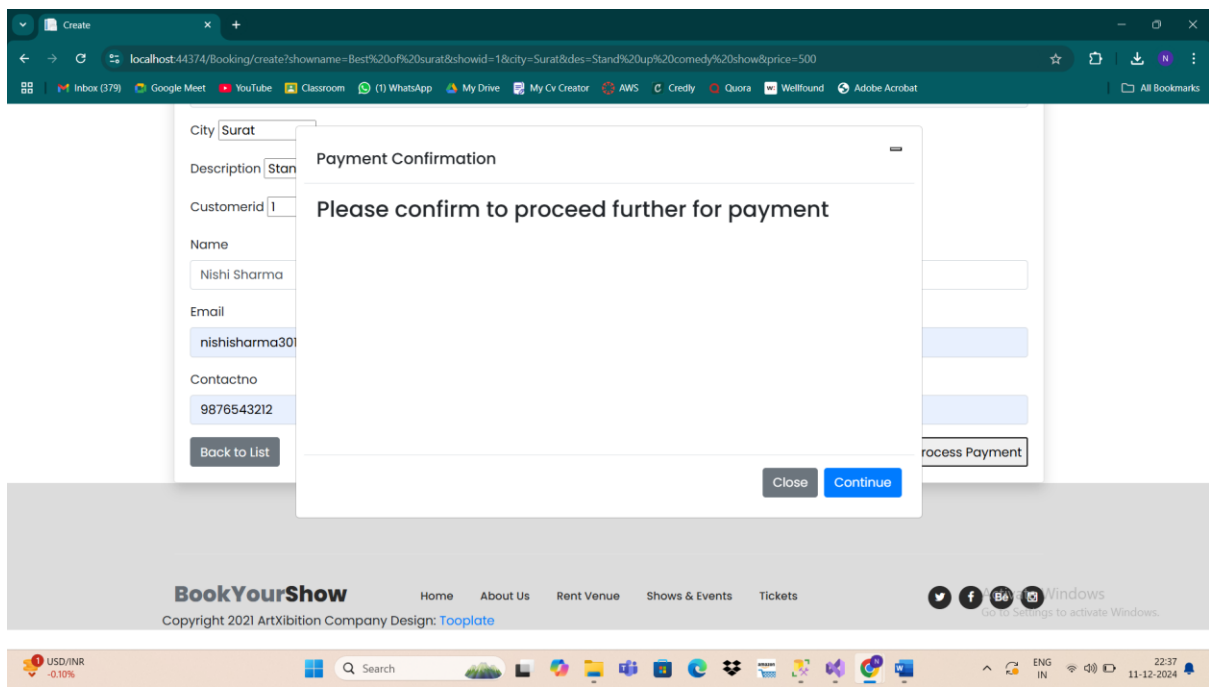
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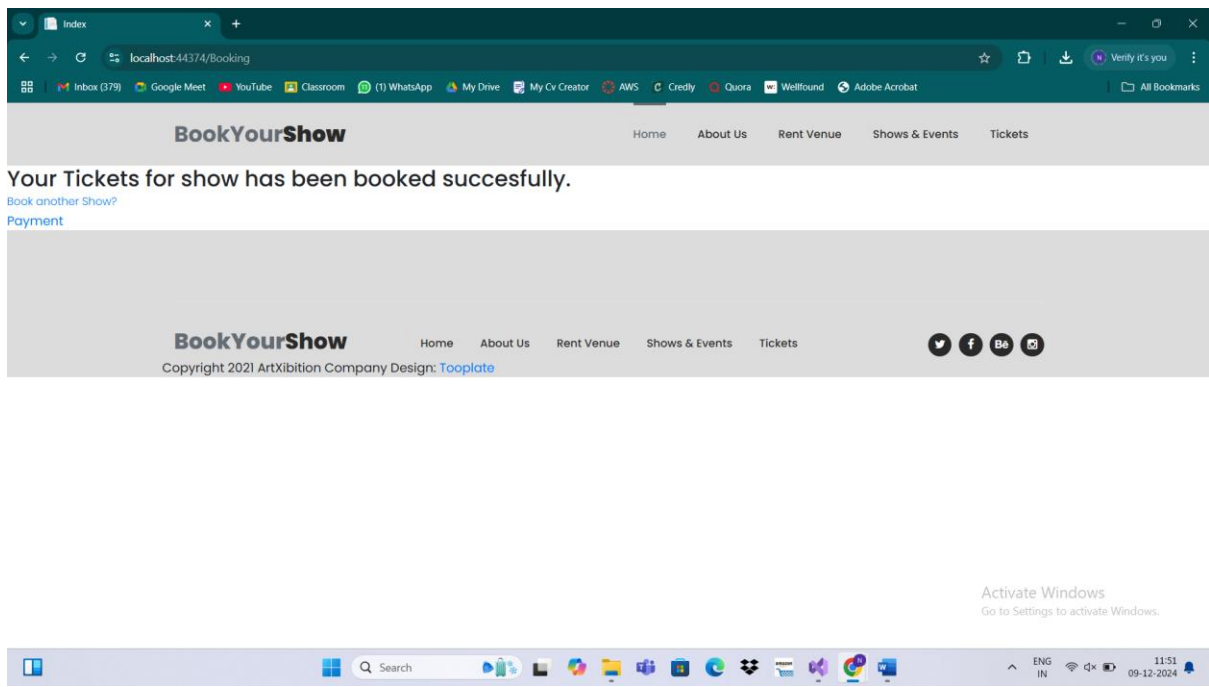
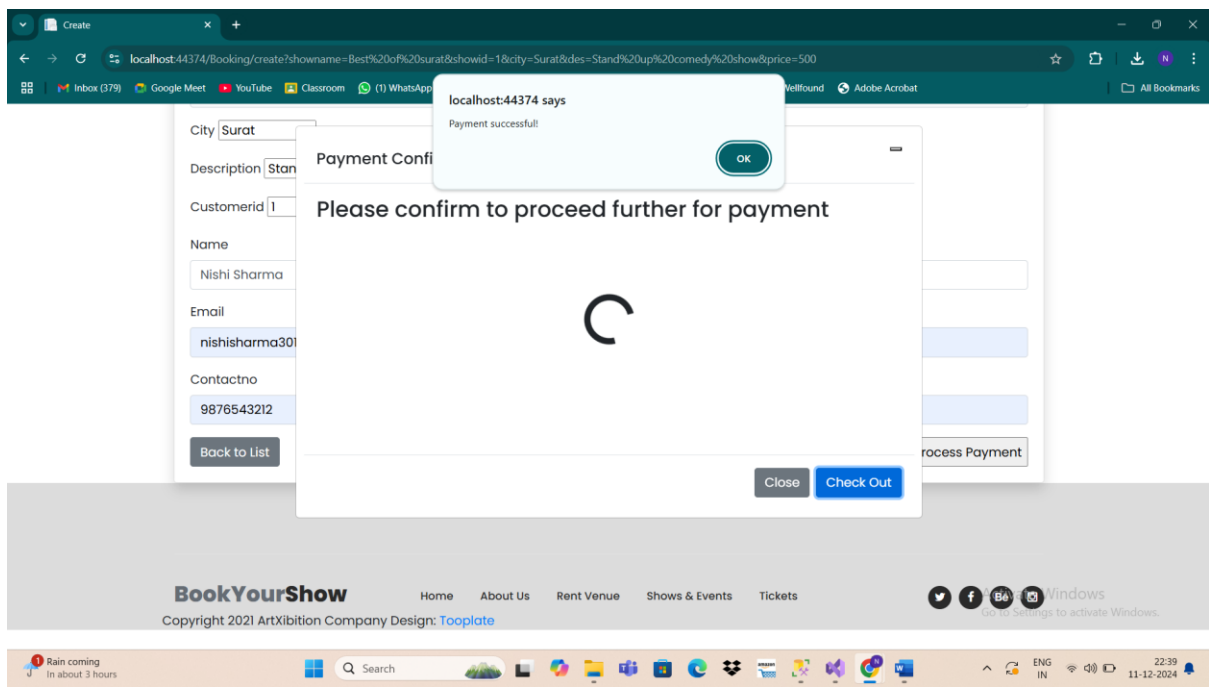
CAD/INR  
+0.30%

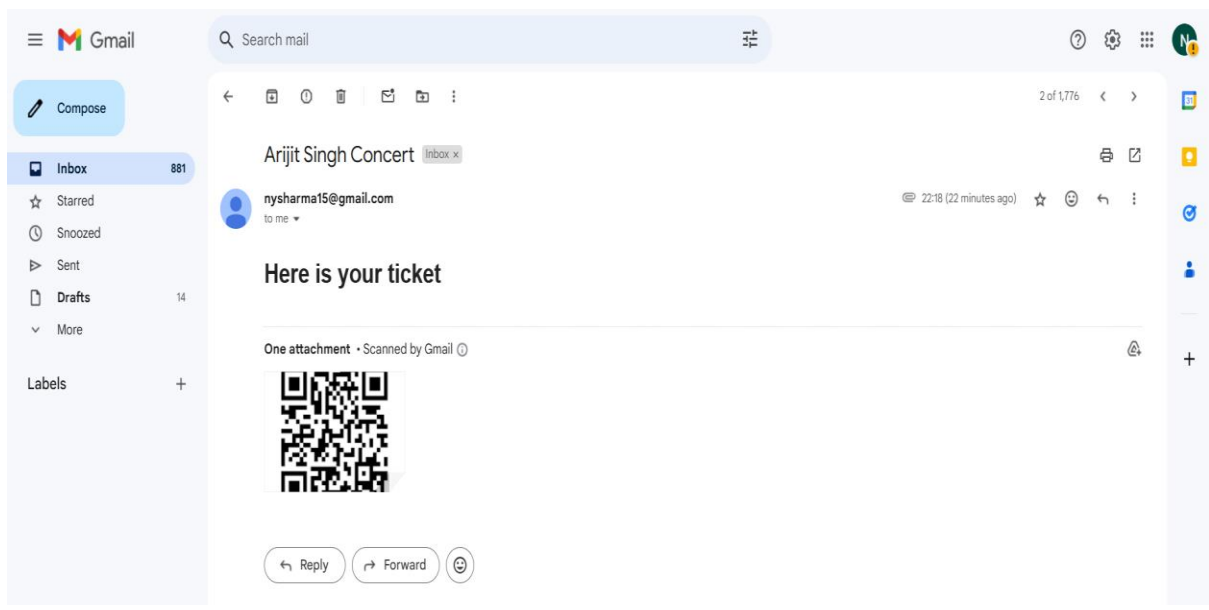
Search

ENG IN 22:36 11-12-2024









## 7. Testing

Module	Description	Test Cases	Expected Result	Status
<b>Login</b>	Test user authentication	<ul style="list-style-type: none"> <li>- Login with valid credentials.</li> <li>- Login with invalid username/password.</li> <li>- Login with empty username/password.</li> </ul>	<ul style="list-style-type: none"> <li>- Logged in successfully.</li> <li>- Invalid credentials error.</li> <li>- Invalid credentials error.</li> </ul>	Passed Passed Passed
<b>Customers</b>	Manage customer profiles	<ul style="list-style-type: none"> <li>- Get valid customer details.</li> </ul>	<ul style="list-style-type: none"> <li>- Display customer details.</li> </ul>	Passed
<b>Events</b>	Manage event listings	<ul style="list-style-type: none"> <li>- Add event with all fields.</li> <li>- If any field is missing.</li> <li>- Add duplicate event.</li> </ul>	<ul style="list-style-type: none"> <li>- Event inserted successfully.</li> <li>- Error message.</li> <li>- Error message.</li> </ul>	Passed Passed Passed
<b>Tickets</b>	Manage ticket bookings	<ul style="list-style-type: none"> <li>- Book tickets with valid inputs.</li> <li>- Book tickets exceeding available seats.</li> <li>- Book tickets with invalid event ID.</li> </ul>	<ul style="list-style-type: none"> <li>- Booking confirmed.</li> <li>- Error: Seats unavailable.</li> <li>- Error: Event not found.</li> </ul>	Passed Passed Passed
<b>Payment</b>	Manage payment process	<ul style="list-style-type: none"> <li>- Make payment with valid details.</li> <li>- Attempt payment with invalid card details.</li> <li>- Retry payment after failure.</li> </ul>	<ul style="list-style-type: none"> <li>- Payment processed successfully.</li> <li>- Error: Invalid payment details.</li> <li>- Payment processed successfully on retry.</li> </ul>	Passed Passed Passed



## 8. Future Enhancement

- Personalized Recommendations: Use AI and machine learning algorithms to analyse user preferences and viewing history, offering personalized event suggestions and ticket deals.
- Virtual Reality (VR) Previews: Provide VR previews of event venues, allowing users to experience seating views and event ambiance before booking.
- Dynamic Pricing Models: Implement dynamic pricing based on demand, seat availability, and booking time, optimizing revenue and user satisfaction.
- Social Media Integration: Enable users to share event details, bookings, and reviews on social media platforms, increasing system visibility and user engagement.
- Offline Ticket Booking Support: Develop partnerships with offline retail outlets, allowing users to book tickets via QR codes or reservation codes.
- Loyalty Programs: Introduce a rewards system for frequent users, offering discounts, priority bookings, or exclusive access to premium events.
- Multi-Language Support: Expand the platform's accessibility by supporting multiple regional and global languages to cater to diverse audiences.

## 9. Reference

<http://www.getbootstrap.com>  
<http://www.tutorialspoint.com>  
<http://www.stackoverflow.com>  
<http://www.w3schools.com>  
<http://www.javatpoint.com>  
<https://chat.openai.com>  
<https://www.youtube.com>  
<https://fontawesome.com>