

User interface/experience: How is the user supposed to interact with the system?

Answer: Touch screen, iPad in a box to look like a kiosk for maintenance

Theater specifics: How many seats would be available?

Each individual theater has 100 seats

Theater specifics: Do you pick your seats?

Yes

Technical details: Allowed to use third party software?

I expect you to build the core components, but it's okay to interface with other software including for payments, etc.

Ticket specifics: How do you plan on monitoring rated R ticket sales?

The software system won't handle it, but there will be an usher in the theater to check

User experience: What kind of payment will it accept?

No cash, anything that can be taken electronically (credit/debit card, Venmo/Cash/Paypal)

Ticket specifics: What are the relative variables for determining the cost of each ticket?

Adults - \$15

Children - \$8

Students - \$10

Veterans - \$10

Senior citizen discount on Thursdays - \$10

Technical details: Is there supposed to be a connected website or app?

Yes, though this is a "kiosk" system, it will run on the iPad so whether that's an app or a browser, that's fine. Then people can also access it not on-site.

Ticket specifics: How does ticket delivery and receipt work?

Tickets get emailed to the user along with a receipt, and they have to show the ticket to the usher to enter the movie theater

User experience: Is there a membership program?

There is an AMC loyalty program that users can opt in to and it'll give them points 😊

Ticket specifics: Can you buy tickets for future dates?

Yes, tickets are available for purchase up to four weeks out from the showtime/date

How do we monitor special ticket prices?

The software system won't handle it, but there will be an usher in the theater to check

If a purchase is made for childrens tickets without another category, the transaction will be denied

What exactly is the hardware?

The currently newest iPad 😊 Your contract may be renewed when the next one comes out or this one fails

What is the queueing system?

First in, first out. The system should be able to support 5,000 consecutive users.

What happens if the seats get filled?

If a showtime is full, we shouldn't show it anymore. If it happens while a user is in the middle of a transaction, we should show a screen with a frowny face. If someone is in the middle of purchasing, that seat should appear as if it's already purchased.

Is this kiosk region specific?

It's only for San Diego, but if you do a great job I'll talk to my bosses at AMC USA. You can purchase tickets from anywhere. The app should recognize location such that the kiosks know which theater you're at. If you're not at a theater, it should detect which one you're closest to.

Where would these be located?

At theaters, outside the front door. But you can access the app/site from your own devices.

What power source will be needed?

Whatever the currently newest iPad needs 😊

Do users need to log in?

There is the ability to checkout as a guest, but for loyalty customers they'll need to log in to get their points.

Should there be a maximum number of tickets they can buy?

10 tickets per movie per transaction max; more than that and they should talk to us; maybe flash a phone number to call

What is your privacy policy?

Federal and state mandates on customer privacy regulations; don't give out payment info, have user accounts be secure with passwords, etc.

Does the system need to support other languages?

Yes, the initial roll out should include English and Spanish, and other languages will be considered/implemented in future iterations. English is default, but let's make sure they can easily find and select Spanish at any point.

Are we building off a previous program or building from the ground up?

We got nothin' :) You're starting from scratch

How frequently do you want it to refresh when purchasing tickets?

I think 5 seconds? But I'm willing to defer to testing and iterating on that number. You know more than I do.

Functional Requirements:

The system should work in the rain (not that it ever rains here); sturdy in all weather conditions
Should be able to purchase movie tickets for a particular showtime and seat using different payment methods

Can only purchase tickets for open seats

Should show all movies and showtimes

Manager should be able to load movies into the system and remove old titles

Changes made by manager should show in all versions of the system

Must refresh page every 5 seconds

Non-functional Requirements:

Make it user friendly

Make it fast

User Requirements:

The user should be able to purchase a ticket of their choosing and pay before entering the theater. The user should receive the ticket via email that they've entered during the process.