

Pega's University Academic Program



Movie Ticket Booking (Project)

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This document is the property of:
Pegasystems Inc.
1 Rogers Street
Cambridge, MA 02142
Phone: (617) 374-9600
Fax: (617) 374-9620
www.pegasystems.com

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Table of Contents

Pega's University Academic Program	4
Scenario Overview	5
Actors	5
Process overview	6
Detailed Process Requirements	6
Registration	6
Approval	6
Ticket booking	6
Generate Online Ticket	6
UX requirements	7
User Signup	7
Ticket Booking	7
Payment	7
Reporting Requirements	8
Integration Requirements	10
Correspondence Format	10
Sample Operator Details	10

Pega's University Academic Program

Pega has developed university level-curriculum for students seeking degrees in Business Information Technology, Management Information Systems, Computer Information Systems, Computer Science and other related degree programs.

The primary classes focus on DPA/BPM (Digital Process Automation/Business Process Management), Pega's core technology. Additional classes focus on AI (Artificial Technology) and RDA (Robotic Desktop Automation). After finishing the program, students can achieve Pega certification and look for sought-after internships and employment with Pega clients and partners around the world.

UAP COURSES	CERTIFICATIONS
Business Course	CPBA – Certified Pega Business Architect
Technical Course I	CPSA – Certified Pega System Architect
Technical Course II	CPSSA – Certified Pega Senior System Architect
AI/Decisioning	CPDC – Certified Pega Decisioning Consultant
Robotic Desktop Automation	CPRSA – Certified Pega Robotics System Architect

The curriculum, software and support are available at no cost to the university. Our Train-the-Professor program is a combination of online and in-person/remote training and is also offered at no cost. For more information, please visit www.pegacom/uap or contact us at uap@pegacom.

Scenario Overview

MyShow is a user-friendly movie booking application which aims to provide information of movies that would facilitate easy ticket booking. It proceeds through a sequence of well-designed forms provided with validations to ensure consistency, reliability and most importantly correctness of information. Here, the User is responsible for the registration of a User Account, the user can Change the password, can view the number of seats available and can book tickets. Whereas, an Administrator is responsible for maintaining right information about the movies, and seat availability.

This is a new business initiative, as, in the past, SSK organization would have had to arrange for these services separately. SSKOrg has decided to implement a solution to assist with this initiative using Pega Platform.

Actors

Guest or Registered User:

- Sign in as a guest user or sign up to register your account.
- Book movie tickets by selecting show time and show date.
- Select your seat(s) from any one of the three classes available.
- Use Promo codes if applicable.
- Read movie reviews and view movie ratings.

Admin:

- Add, edit or delete a movie theater.
- Add, edit or delete movies for each of the movie theaters.
- Add, edit or delete show time for movies.
- View users registered in the application

Process overview

MyShow application includes the following process:

- **Registration:** User may use a Guest login or sign up by providing email/user ID, password and other contact information.
- **Approval:** Administrator reviews the user login request and approves /rejects it.
- **Ticket Booking:**
 - **Choose Theatre:** Available movies from each theatre should be displayed for the user to select.
 - **Provide seating details:** Once movie is selected, seat numbers with the appropriate class will be displayed. User can select the required number of seats.
 - **Make Payment:** Payment option should be made available for the user to choose from any of the following such as credit card, debit card, net banking or any wallets
- **Generate Online Ticket:** On successful payment online ticket must be generated and sent via text (SMS) or email.

Detailed Process Requirements

Registration: User may use a Guest login or Sign Up by providing email/user ID, password and other contact information. If the user is logging in as Guest, Phone number will be collected from the user. The OTP will be sent to the phone. Once user submits the OTP, it will be verified and the user is allowed to book tickets online. Otherwise User can sign up to the portal by providing the details such as user name, password, email, phone number etc. The login account will be created and welcome mail will be sent to the mail id.

Approval: User request for login is redirected to application administrator for approval. Application administrator can approve/reject the user login. Rejection can only be done based on the date of birth provided by the user. Proper comments and required notification have to be sent to the user for it. If administrator doesn't approve the request within 48 hours, request should be auto approved.

Ticket Booking: User chooses the theatre to book tickets. The movie name, show date and show time will be displayed. User can book movie ticket by selecting show time and show date. User can opt for three classes and can select any one of the three classes. User can choose the number of seats required from the available seats. User can also read movie details and reviews along with their ratings in the application. Once the seats are selected payment must be done either by credit or debit card options. Promo codes are also applicable. The ticket price will be calculated accordingly.

Generate Online Ticket: On successful payment online ticket must be generated and sent via text or email. Ticket must provide details such as theatre name, address, movie name, show date, show timings and seat numbers.

Adding Theater, Movie and Show time details: The details of theaters such as Theatre name, address, facilities, contact person, contact number, email should be maintained in the local data source. The movie details such as name, genre, language, censor certification, run length, cast and crew, user ratings, poster image, the theater in which it is running, show date and show timings should be maintained in the local data source. These are delegated to portal admin for adding/updating/removing the details at any time.

Admin can setup discount code for movie also. When the customer log in, they can see all available discount codes and use them while they book ticket.

UX Requirements

User Signup

- User Name
- User ID
- Password
- Date of Birth
- Email Address
- Mobile Number

Ticket Booking

- Theatre Name
- Movie Name
- Date and Time
- No of Seats required
- Reviews
- Movie Details [when the user clicks this button, separate page with that movie details such as movie poster, cast and crew details, user ratings, trailer video should be displayed]

Payment

- Name on the card
- Card Number
- CVV
- Expiry Date

- Ticket Price
- Promo code Discount
- Tax
- Total Amount

Reporting Requirements

SSK manager can see the following reports in his/her portal.

- Yearly sales report – Month wise bar chart
- Theater wise booking report – Group by Report
- Users who have booked maximum number of tickets. They will be given exclusive discount vouchers

The below report can be prepared for the customer and it can be emailed to the customer.

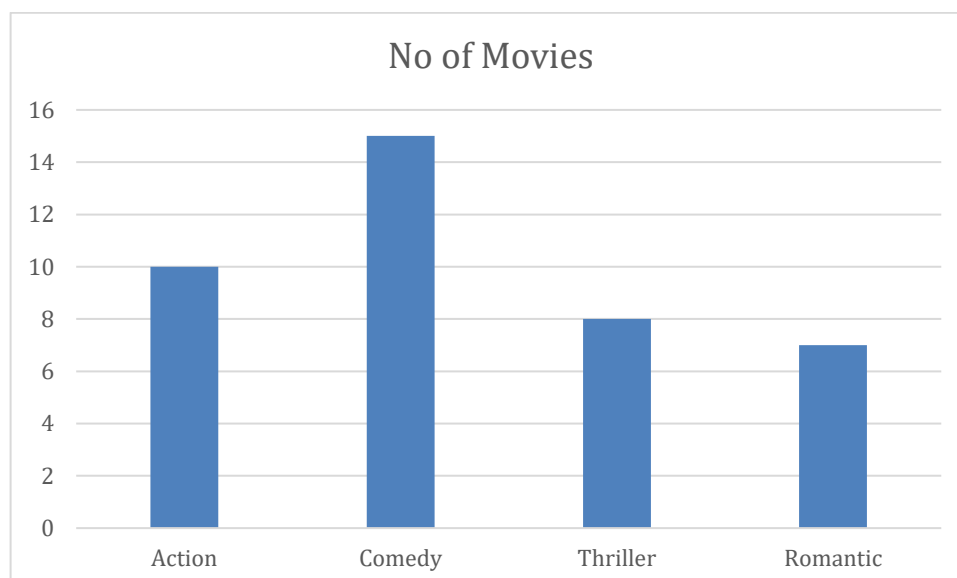
Dear Customer

We would like to present your annual usage report of our ticket booking service.

Genre's Explored



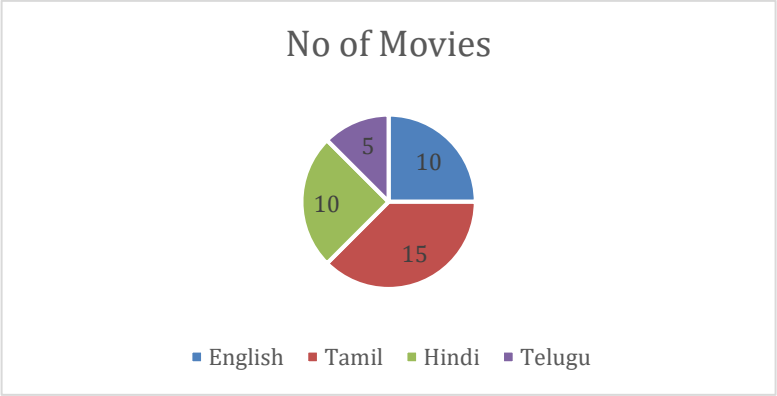
40 movies in 4 genres'



Languages Explored



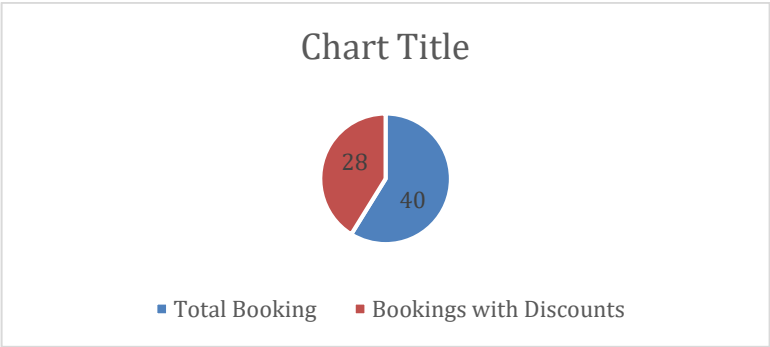
4 different languages



Discounts Earned



70% of your bookings are discounted. You have saved a lot



Thank you for being our privileged customer. We hope to serve you more in the coming years.

Regards,
Business Head (Customer Relations)
SSK

Integration Requirements

SSK usually collects debit/credit card information from a third party. The third party provides REST API to use the services. So, In Pega, the REST connector can be used to retrieve Card Details by passing Card Number as parameter.

Below is the details and sample JSON response when you pass card number as parameter.

Service Name: RetrieveCardDetails

EndPointURL:

<http://192.168.56.101:9080/Customer/RetrieveCardDetails?CardNumber=1001100110011001>

Query String Parameter: Card Number

Sample JSON Response:

```
{"CardNumber":"1001100110011001","NameOnCard":"XYZ","DateOfExpiry":"19/09/2020","CVV":"201"
"}
```

NOTE: Service is not available for now and it is recommended to proceed with application using simulated data. JSON response can be treated as sample data to proceed with integration.

Correspondence Format

The SMS/Email should be sent to the customer in the following format.

Dear Mr Krishna,

Below is your booking details.

Booking ID: 307101 | Super 30 | Hindi (U) | 30-Jul | 10:40 PM | SERENE | ELITE | J19, J18 |
Sathyam, Sathyam, Royapettah, Chennai | Rs. 280.00 | Please show this SMS to enter |

Thank you

Sample Operator Id's

Role	Operator ID
Customer	sara@gmail.com
Portal Admin	admin@ssk.com
Manager	manager@ssk.com

Apart from the requirements mentioned above, please try to use the below reference applications for additional requirements.

<https://in.bookmyshow.com>