

VIETNAM NATIONAL UNIVERSITY - HO CHI MINH CITY
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SCHOOL OF COMPUTER SCIENCE & ENGINEERING



WEB APPLICATION DEVELOPMENT

FINAL REPORT

Course by Assoc. Prof. Nguyen Van Sinh

TOPIC:
CONCERT BOOKING SYSTEM PROJECT

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I. Executive Summary

The Concert Booking System project was developed to enhance the concert-going experience by offering a comprehensive online solution for discovering and booking live music events. The primary objective was to create a user-friendly, reliable, and efficient platform for concert bookings while addressing common challenges customers face, such as complicated navigation and confusing ticket selection. Key functional requirements to define the scope included user account registration, ticket selection, real-time concert listings, and secure payment processing.

Throughout the project, we reached several significant milestones. These included effectively setting up secure registration and login processes, implementing a user-friendly ticket booking flow, and creating thorough concert, artist, and venue lists with detailed descriptions.

The final outcome of the Concert Booking platform is a fully functional website that provides an intuitive and seamless concert-going experience. Visitors can explore a wide range of concerts with detailed information, access comprehensive artist profiles, and find in-depth venue details. The platform also includes secure login and registration processes, which allow users to create personal accounts for faster future bookings. Users can also efficiently select and pay for tickets to their favorite concerts. Overall, the project successfully delivered an engaging and convenient platform to improve the concert experience for concert enthusiasts.

Despite these achievements, there are still areas for improvement. Remaining concerns include the need for a more personalized user experience and the possibility of speeding up the checkout process. Future development recommendations include using user data to make personalized suggestions and implementing secure and fast technology to speed up transactions. These enhancements will keep the Concert Booking System at the cutting edge of digital ticketing solutions.

II. Introduction

The rapid advancement of digital technology has transformed consumer expectations, particularly in the entertainment industry, where convenience and efficiency are paramount. In the realm of live music events, concert-goers increasingly demand quick, seamless, and reliable booking experiences. Recognizing this shift, our project set out to revolutionize the way fans discover, book, and enjoy live concerts by developing an innovative Concert Booking System.

The primary goal of this project was to develop a user-friendly, reliable, and efficient platform that addresses common challenges faced by concert-goers, such as complicated navigation and confusing ticket selection. Our goal was to provide an all-in-one solution that simplifies the ticket purchasing process, reduces wait times, and enhances the overall user experience. The system was designed to be accessible, secure, and dependable, catering to a diverse audience of music enthusiasts.

In addition to improving the user experience, the project sought to increase operational efficiency for concert venues by automating the booking process, and reducing the need for extensive staffing in ticket sales and customer service. By incorporating key features such as user account registration, intuitive ticket selection, real-time concert listings, and secure payment processing, the Concert Booking System aims to set a new standard in digital ticketing solutions.

This report provides a comprehensive overview of the project, beginning with an analysis of its context and scope. It then details the methodology used in the system's

development, the technical architecture, and the key features implemented. This is followed by an evaluation of the system's performance, a discussion of the challenges encountered, and the solutions employed to overcome them. The report concludes with reflections on our team's experiences and recommendations for future enhancements to ensure the system remains at the forefront of the digital ticketing market.

III. Project Planning

- **Front-end Developer:** Vo Tran Khanh Quynh
- **Back-end Developer:** Tran Nguyen Trung Quan

| Stage | Date | Tasks |
|-------------------|-------------------------|--|
| Planning | 29/02/2024 - 10/03/2024 | Define the topic and technologies. |
| | | Identify key functional requirements. |
| | | Design user interface. |
| Learning Stage | 11/03/2024 - 31/03/2024 | Learn defined technologies. |
| Development Stage | 01/04/2024 - 02/06/2024 | Develop the web application. |
| Improvement Stage | 03/06/2024 - 19/06/2024 | Conduct testing and improve functionalities. |
| Complete | 20/06/2024 | Finish developing the web application. |

Table 3.1. Project Timeline and Tasks Schedule

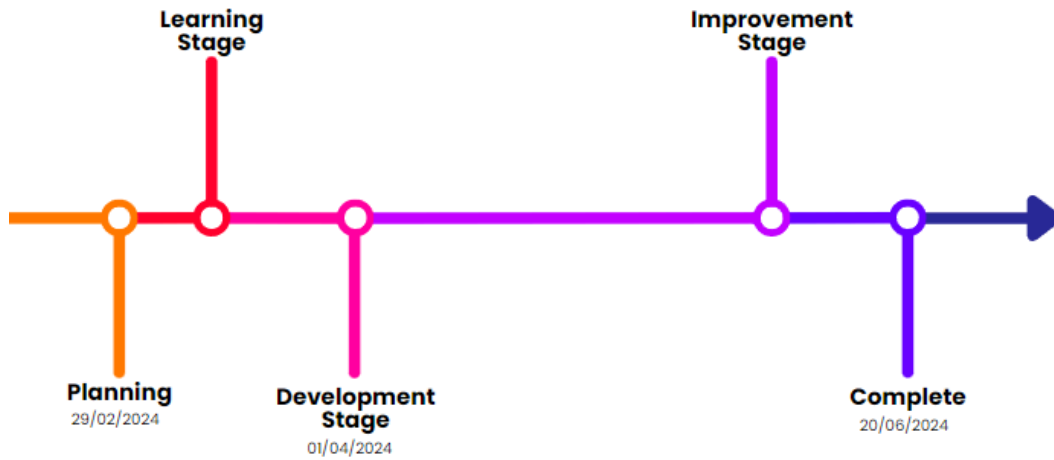


Figure 3.1. Project Timeline

IV. Requirements Analysis

4.1. Project Scope

4.1.1. Description

The project aims to develop an advanced online Concert Booking System that provides users with a seamless and secure platform for account registration, login, browsing, and viewing concert listings, ticket reservation, and online payment processing.

4.1.2. Goals

1. Ensure the platform is accessible to a broad spectrum of users, enhancing inclusivity and usability.
2. Boost concert revenue by facilitating online ticket bookings, reducing reliance on physical ticket sales at venues.
3. Develop a seamless and intuitive online booking experience for concert attendees, prioritizing ease of use and efficiency.
4. Provide concert organizers with an efficient platform to manage events and engage with attendees effectively.
5. Deliver excellent customer support services and robust security features to safeguard user interactions and transactions.
6. Ensure the platform operates efficiently under varying loads and scales effectively to meet increasing demand.

4.1.3. Objectives

1. Achieve a user satisfaction rating of 90% or higher through post-event surveys within the first year of platform deployment.
2. Increase online ticket sales for concerts by 20% within the initial six months after the platform launch.
3. Implement essential features including seamless registration and login, detailed concert listings, ticket reservations, and secure payment processing.
4. Attract a minimum of 50,000 registered users to the platform within the first year.
5. Conduct comprehensive training sessions for concert venue staff on system utilization and customer service interactions.
6. Ensure venue staff are proficient in assisting concert-goers with online ticket bookings and inquiries.

4.2. Solution Requirement

4.2.1. Functional Requirement

4.3.1.1. Customer

1. User-friendly registration and login processes.
2. Users could view and select concerts.
3. Users could view artists and venues.
4. Users could select tickets.
5. Users could pay for their ticket online.
6. Users could choose payment methods.
7. Users could cancel selected tickets before paying.

4.3.1.2. Admin

1. Ability to create, manage, and delete user accounts for customers.
2. Ability to manually create, manage, and delete concerts, artists, and venues.
3. Ability to view available tickets for each concert.

4.2.2. Non-Functional Requirement

4.3.2.1. Customer

1. Fast loading times for concert, artist, venue listings and ticket selection.

2. Payment processing should be secure and efficient.
3. High system availability, especially during peak booking periods.
4. Reliable and redundant payment processing systems to prevent transaction failures.

4.3.2.2. Admin

1. The system should accommodate an increasing number of bookings and customers as the business grows.
2. Real-time data updates should be responsive, even during peak booking times.
3. Role-based access control to protect sensitive data.

4.4. User story

Epic 1: User Authentication

| | | |
|------------------------------------|----------------------------|-------------------------|
| Epic 1: User Authentication | Priority: Must-have | Estimate: 1 week |
|------------------------------------|----------------------------|-------------------------|

User story

1. As a customer, I want to register for an account so that I can have a personalized experience and manage my bookings.
2. As a customer, I want to log in so that I can access my account and make bookings.
3. As a customer, I want to log out so that I can secure my account and ensure privacy.

1. **User story 1.1:** As a customer, I want to register for an account so that I can have a personalized experience and manage my bookings.

| | |
|-------|---|
| Given | The user is on the registration page, and they provide valid information, |
| When | They click the "Sign Up" button, |
| Then | A new account is created, and they receive a successful message. |

2. **User story 1.2:** As a customer, I want to log in so that I can access my account and make bookings.

| | |
|-------|--|
| Given | The user has a registered account, |
| When | They enter valid credentials and click the "Login" button, |
| Then | They are redirected to their profile. |

3. **User story 1.3:** As a customer, I want to log out so that I can secure my account and ensure privacy.

| | |
|-------|---|
| Given | The user is logged in, |
| When | They click the "Logout" button, |
| Then | They are logged out and redirected to the homepage. |

Epic 2: Concert View Information

| | | |
|---|----------------------------|-------------------------|
| Epic 2: Concert View Information | Priority: Must-have | Estimate: 2 week |
| User story <ol style="list-style-type: none"> As a customer, I want to view all concerts so that I can easily find and choose the concert I want to buy tickets. As a customer, I want to view concert details so that I can get information about the selected concert. | | |

| | |
|--|--|
| 1. User story 2.1: As a customer, I want to view all concerts so that I can easily find and choose the concert I want to buy tickets. | |
| Given | The user is on the homepage, |
| When | They click the "Concerts" button, |
| Then | A list of all current concerts is displayed. |

| | |
|---|--|
| 2. User story 2.2: As a customer, I want to view movie details so that I can get information about the selected movie. | |
| Given | The user is on the concerts page, |
| When | They select a concert from the list, |
| Then | They can view details such as artist, date, time, and venue. |

Epic 3: Ticket Booking

| | | |
|---|----------------------------|-------------------------|
| Epic 3: Ticket Booking | Priority: Must-have | Estimate: 2 week |
| User story <ol style="list-style-type: none"> As a customer, I want to book a ticket for a selected concert. As a customer, I want to select my preferred seat class during the booking process. | | |

| | |
|--|--|
| 1. User story 3.1: As a customer, I want to book a ticket for a selected concert. | |
| Given | The user is on the concert details page, |
| When | They click "Buy Ticket" button, |

| | |
|------|---|
| Then | They redirected to the booking page with the selected concert and seat class. |
|------|---|

| | |
|---|--|
| 2. User story 3.2: As a customer, I want to select my preferred seat class during the booking process. | |
| Given | The user is on the booking page, |
| When | They choose a ticket from the available seat-class options, |
| Then | The selected seat-class count is incremented and added to the booking details. |

Epic 4: Payment

| | | |
|---|----------------------------|-------------------------|
| Epic 4: Payment | Priority: Must-have | Estimate: 2 week |
| User story <ol style="list-style-type: none"> 1. As a customer, I want to review my booking details before making a payment so that I can confirm the accuracy of my reservation. 2. As a customer, I want to make a payment for the booked ticket so that I can confirm my reservation. | | |

| | |
|--|---|
| 1. User story 4.1: As a customer, I want to review my booking details before making a payment so that I can confirm the accuracy of my reservation. | |
| Given | The user is on the payment page with valid booking details, |
| When | They review the booking summary, |
| Then | They can confirm the selected concert and ticket. |

| | |
|---|--|
| 2. User story 4.2: As a customer, I want to make a payment for the booked ticket so that I can confirm my reservation. | |
| Given | The user is on the payment page with valid booking details, |
| When | They select payment method and click "Confirm Payment", |
| Then | The payment is processed, and a confirmation message is displayed. |

V. Design and Architecture

The system's architecture for the concert booking platform is designed to provide a cohesive and efficient environment for managing various integral components. After summarizing all the requirements above, the core system features a multi-faceted management module that encompasses Ticket Management, Movie Management,

Concert Management, User Account Management, which includes both Sign-up and Log-in functionalities, as well as a comprehensive User Management system.

Ticket Management oversees the allocation and tracking of cinema tickets, handling reservations, cancellations, and payment processing. Concert Management is responsible for maintaining a current database of films, including schedules, availability, and descriptions, offering administrative staff the ability to update details as needed.

Show Management controls the scheduling of screenings in different theaters and time slots, managing the logistics of cinema operations. The Sign-up Management module ensures a seamless registration process for new users, capturing essential information while safeguarding user data. Log-in Management facilitates secure and convenient access for returning customers, streamlining the authentication process.

Lastly, User Management is the backbone that supports user profiles, access rights, and preferences, ensuring a personalized experience for the audience and effective customer service. This comprehensive system architecture is crafted to optimize the interaction between different functionalities and provide a streamlined user experience from movie selection to post-show services.

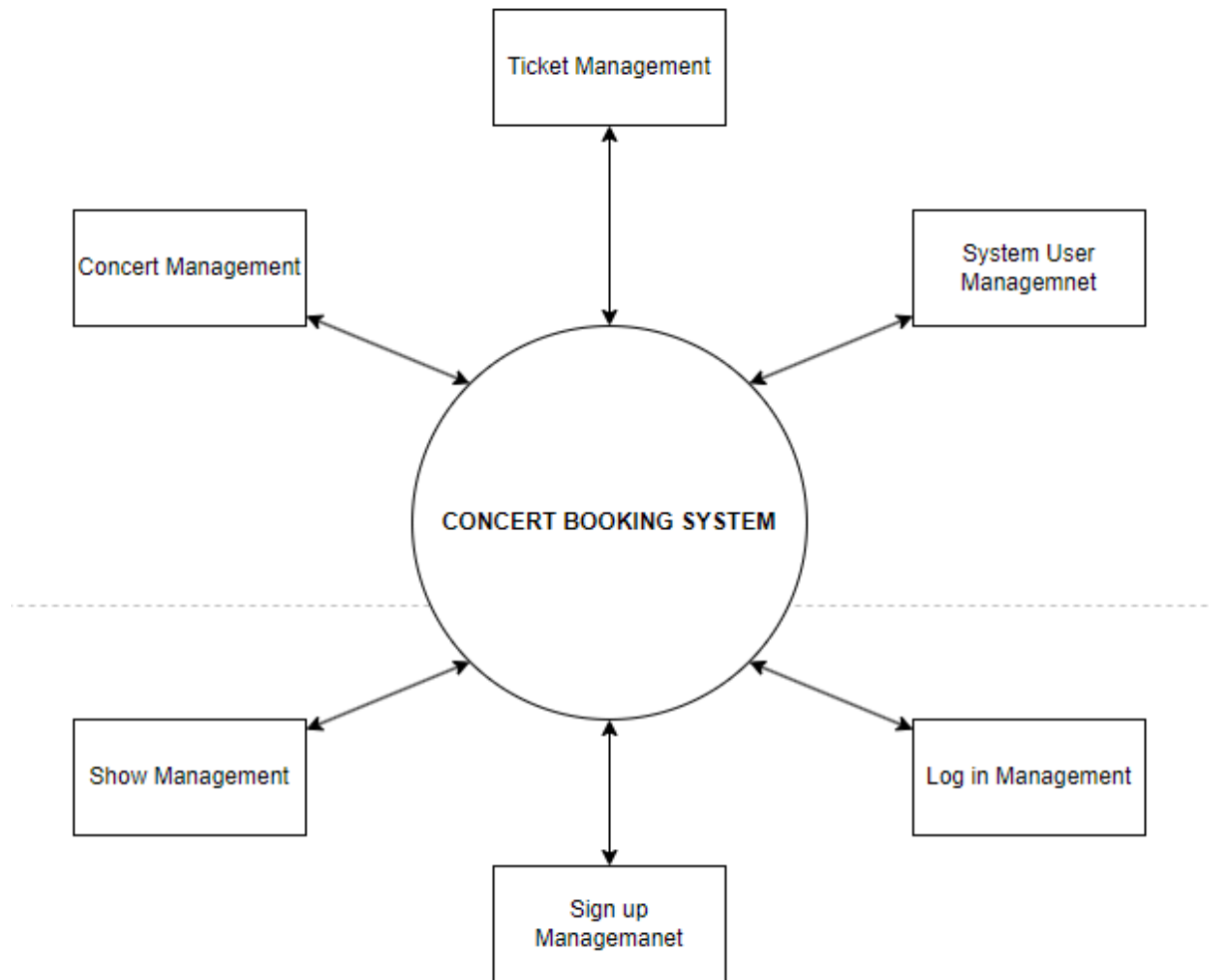


Figure 5.1. Context diagram of system

The use case diagram for our cinema booking system provides a visual representation of the system's primary interactions, highlighting five main flows that facilitate user engagement with the platform. The "Login" use case details the authentication steps users follow to access their personal accounts. The "Register" use case illustrates the account creation process that allows new users to sign up and obtain credentials. In the "Booking" flow, the diagram depicts the sequence of selecting a film, choosing a session, and securing seats. The "Payment" use case maps out the different payment options available to users, guiding them through a secure checkout process to finalize their ticket purchases. Lastly, the "Search Movie" use case shows how users can effortlessly browse, filter, and find movies based on preferences such as title, genre, or showtimes. These five flows capture the essential interactions that define the architecture and operations of the cinema booking system, emphasizing the system's capacity to deliver a streamlined movie selection and booking experience.

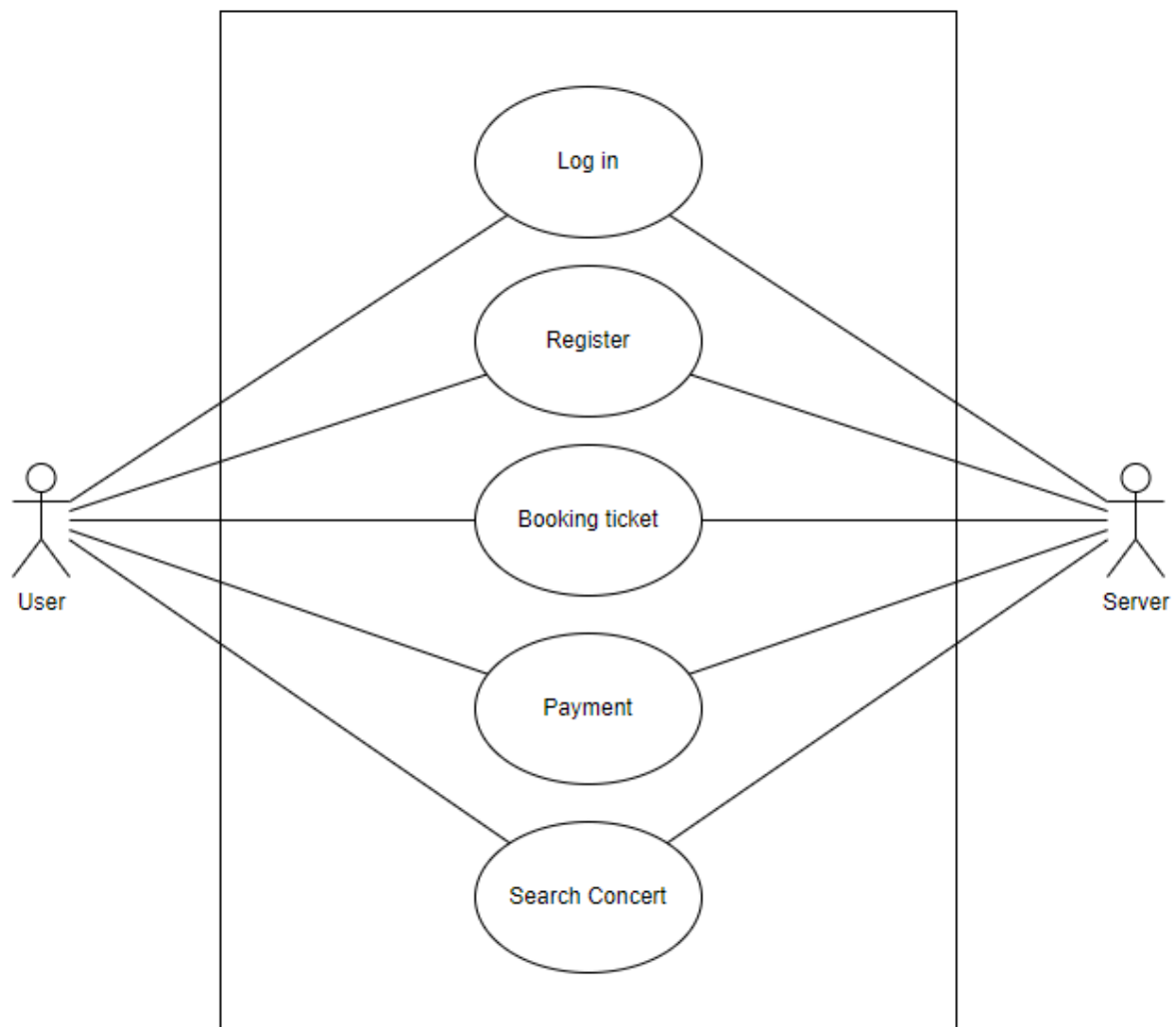


Figure 5.2. Use case diagram

The figure presented below illustrates the user flow of the concert booking website. This visual guide is an essential tool for both the UI/UX designers and the development team, as it enables them to envision the entire system and understand how users will interact with the platform from start to finish. It ensures that all team members are aligned on the pathway that users will follow, from the initial movie selection to the final ticket purchase, facilitating a cohesive and user-friendly experience across the site.

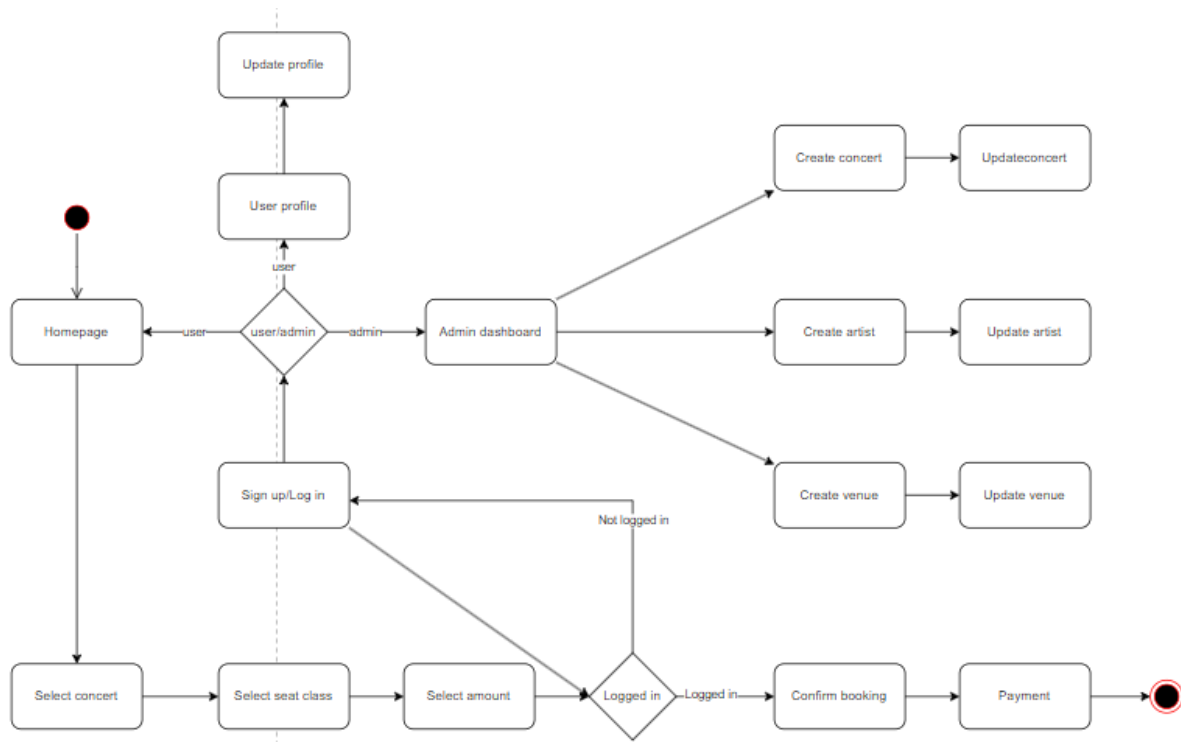


Figure 5.3. User flow

Various UML diagrams are utilized to provide a visual representation and a clear understanding of the different processes and interactions that occur within the system.

The activity diagram serves as a fundamental tool to illustrate the overall workflow, detailing the sequential flow and conditional paths the user experiences when navigating the booking interface. This diagram captures the dynamic activities such as selecting movies, choosing seats, and confirming transactions, along with decision points that guide the user through various scenarios.

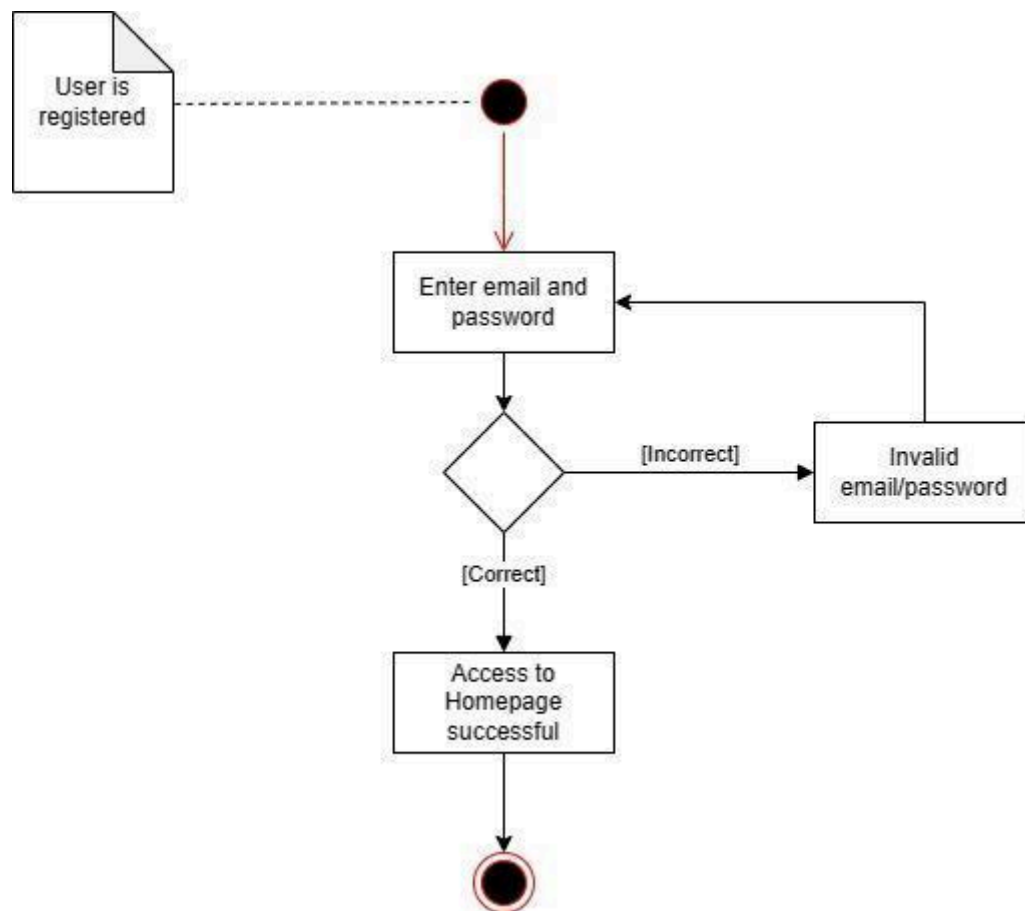


Figure 5.4. Activity diagram of Login feature

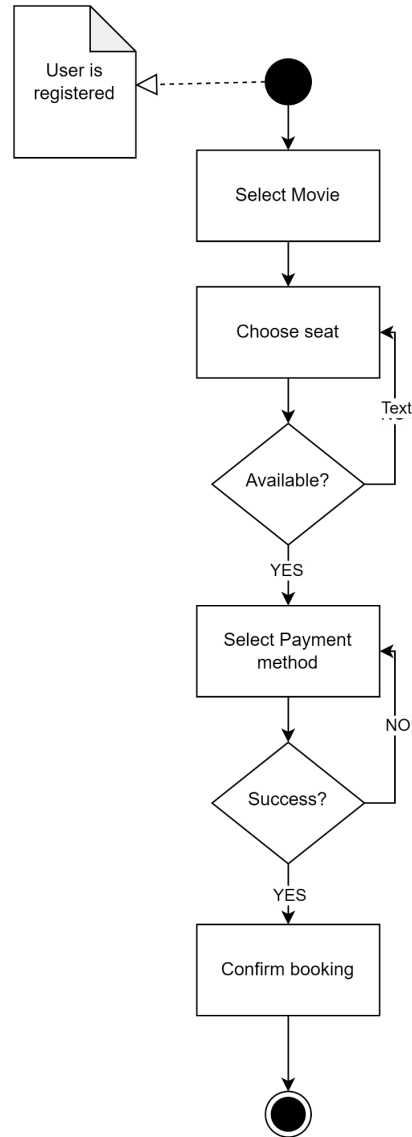


Figure 5.5. Activity diagram of booking feature

Complementing the activity diagram is the sequence diagram, which provides an in-depth look at the interactions between the system components and the user during specific features, focusing on the chronological order of messages and operations. This includes the login process, where the user credentials are verified; the booking feature, which shows the interaction required to reserve a seat for a particular concert; the payment feature, illustrating the sequence of steps to complete the financial transaction; and the search feature, representing the method by which users query and retrieve movie information. Both diagrams are essential to understanding the flow of actions in the cinema booking system and ensuring an efficient and user-friendly experience.

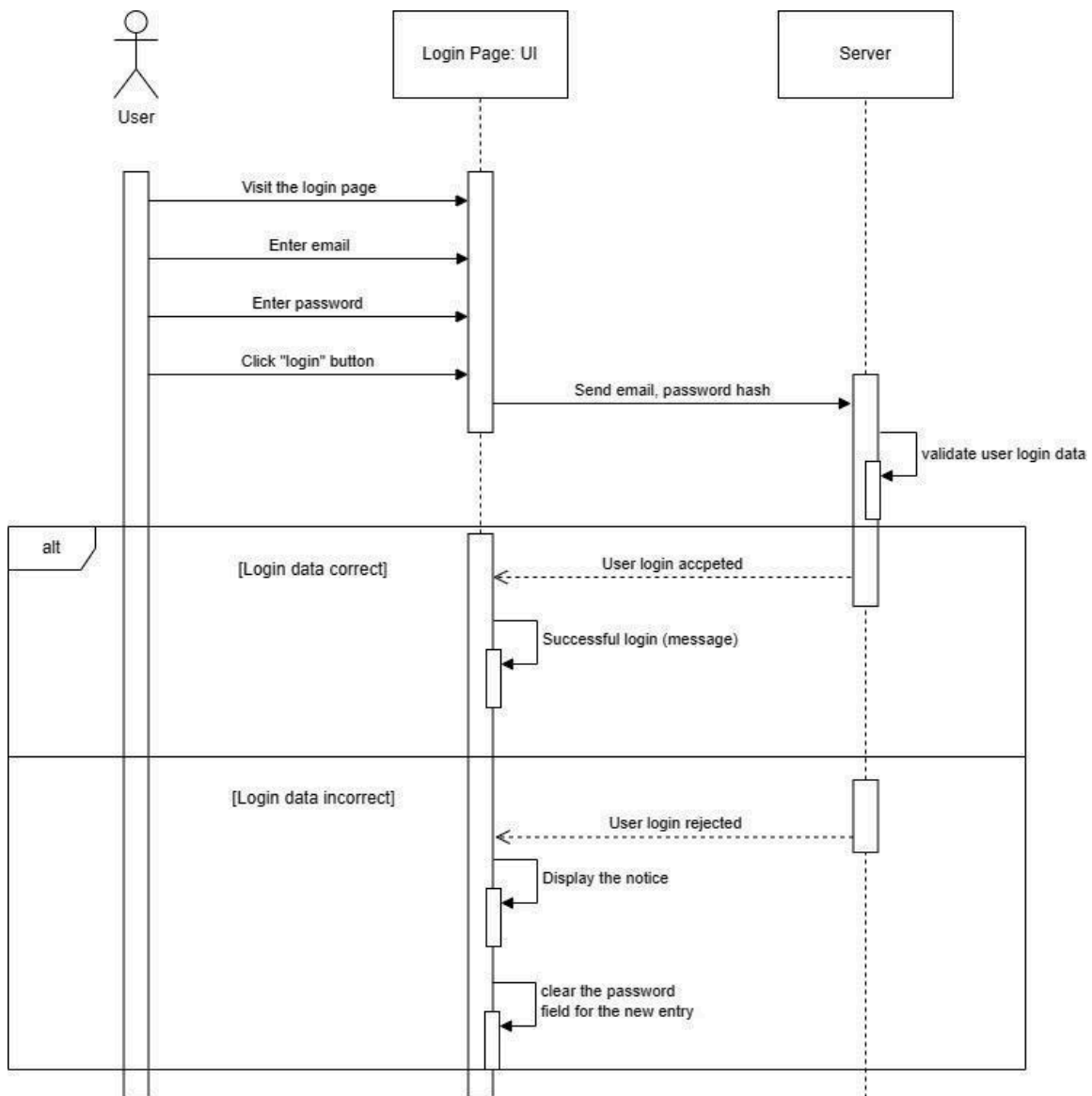


Figure 5.6. Sequence diagram of Login feature

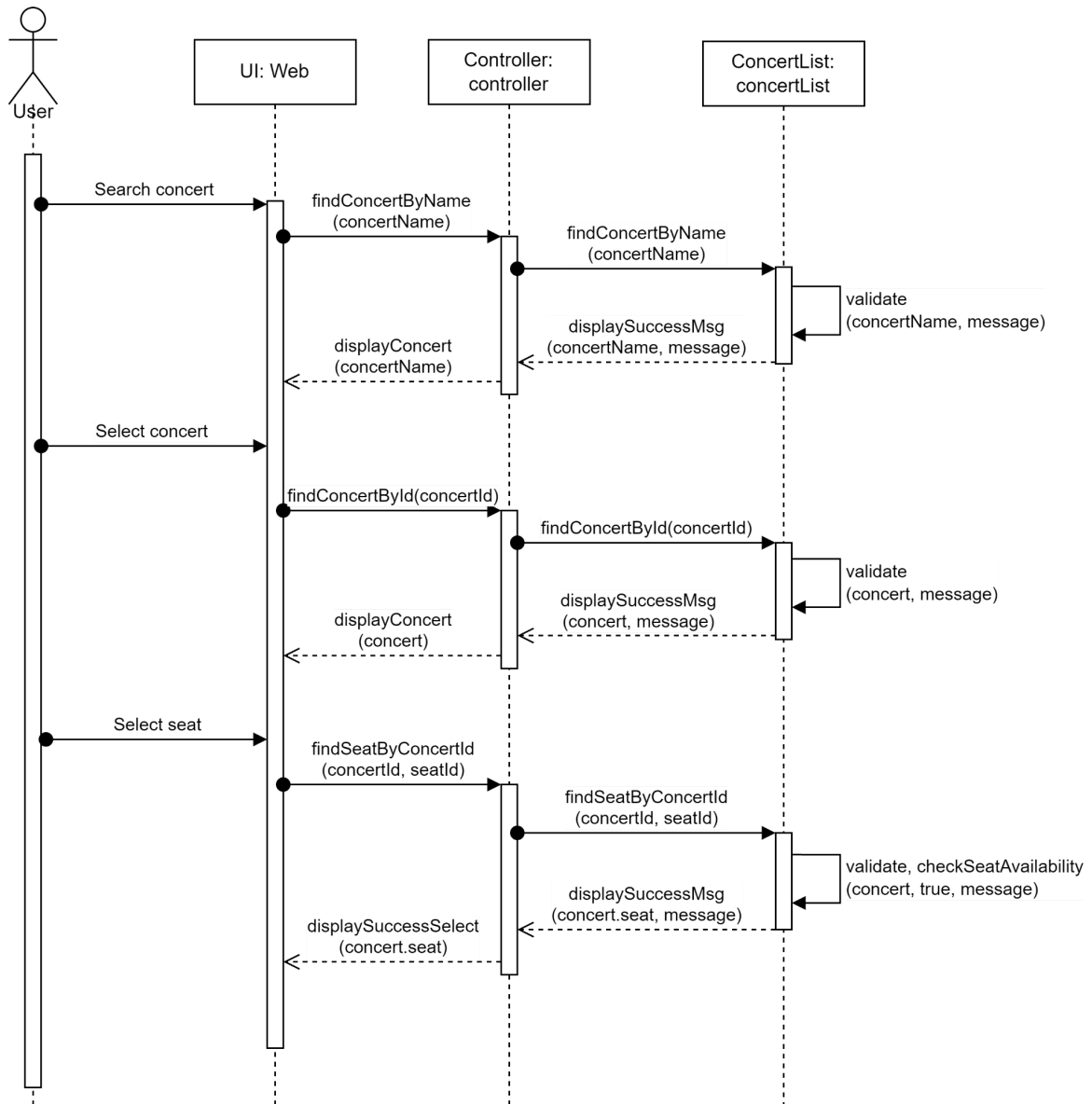


Figure 5.6. Sequence diagram of Booking feature

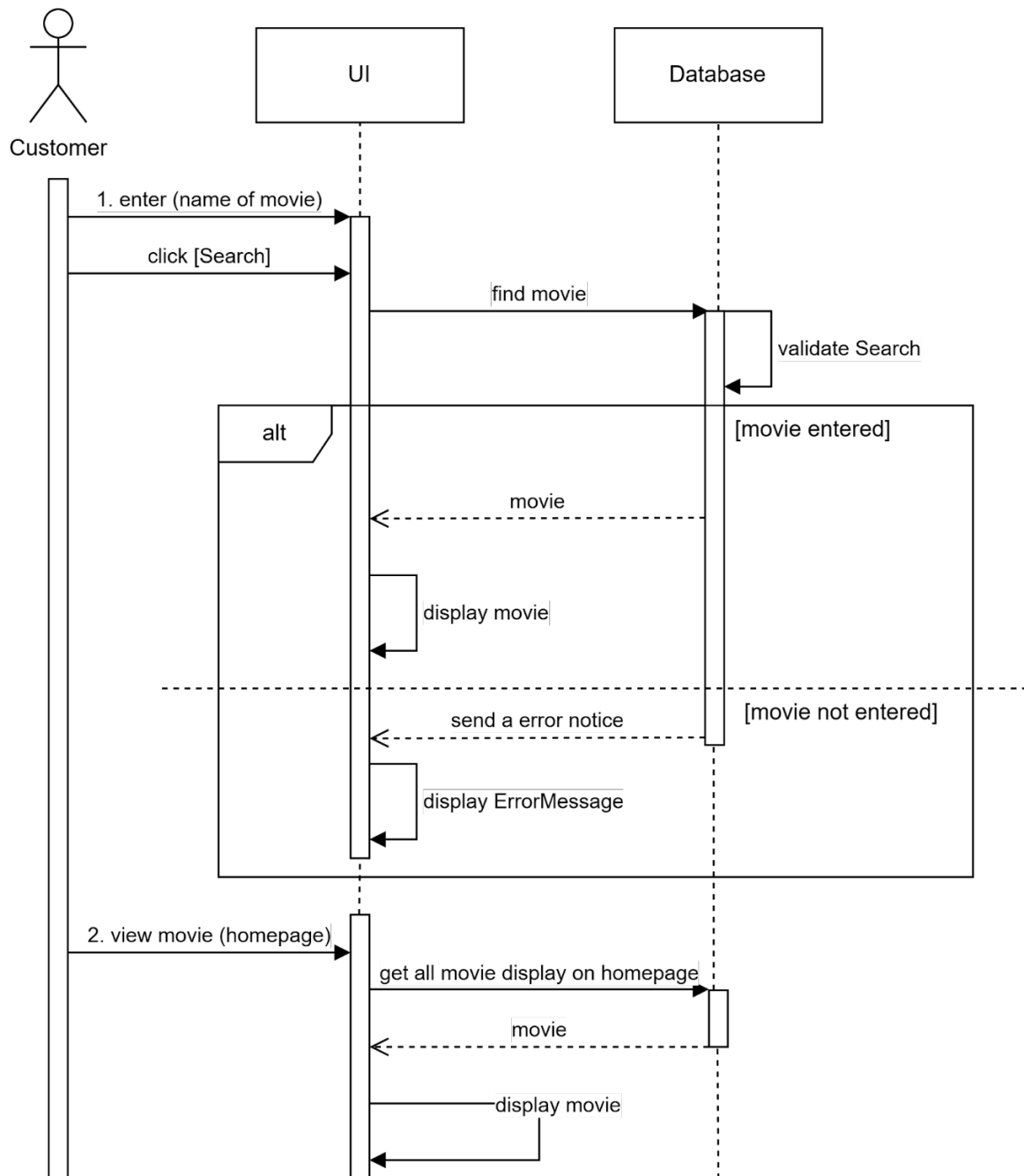


Figure 5.7. Sequence diagram of Search movie feature

After designing the diagrams mentioned above, the UI/UX team created a Figma project that includes various screens illustrating features such as the login process, and the booking flow. This was done to provide greater detail and clarity to the project, ensuring that each user interaction is well-defined and streamlined for an optimal user experience.

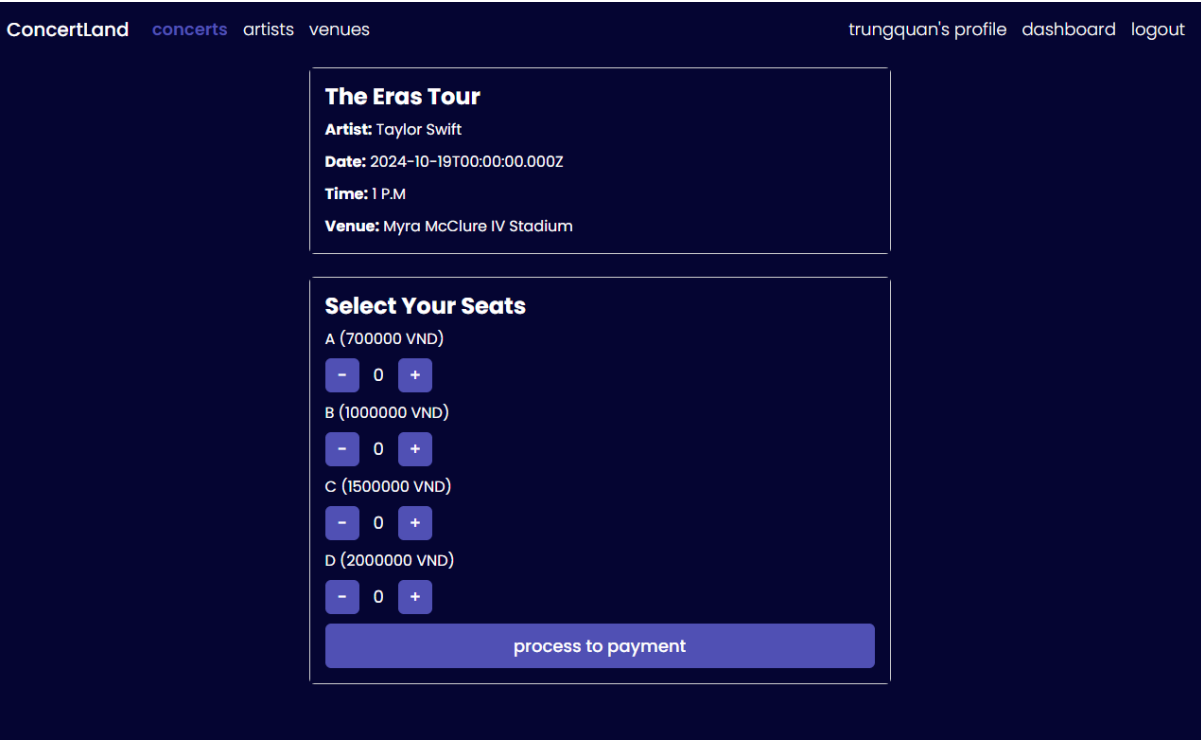


Figure 5.9. Screen of booking

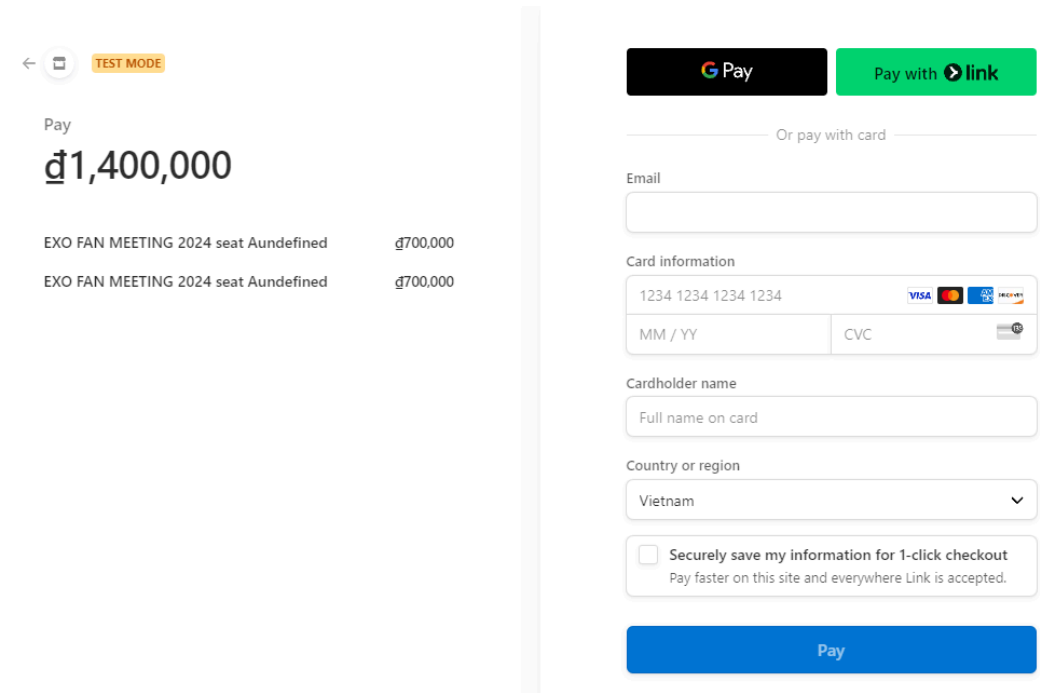


Figure 5.11. Screen of payment

VI. Development

6.2. Programming Languages, Frameworks, and Tools Used

6.2.1. Frontend

6.2.1.1. Languages:

User Interface Language: HTML, CSS (with JSX for React components), JavaScript (ES6+)

6.2.1.2. Framework:

- React.js for building a dynamic and responsive user interface.
- State Management: Redux for effective state management in the frontend.
- Styling: CSS for basic styling, with potential use of a preprocessor like Sass for more advanced styles.
- Build Tool: Webpack for bundling and optimizing web assets.

6.2.2. Backend

- Language: Node.js for server-side development.
- Framework: Express.js for building a scalable and efficient RESTful API.
- Database: MongoDB for storing user data, movie details, and booking information.

6.2.3. Authentication

Security: JSON Web Tokens (JWT): Employed for secure user authentication and authorization. JWTs provide a stateless and secure way to manage user sessions.

6.2.4. Payment Integration

Payment Gateway: Integration with a reliable payment gateway (e.g., Stripe) for secure payment processing.

6.2.6. Version Control

Git: Utilizing Git for version control.

Repository Management: GitHub for collaborative development, code storage, and issue tracking.

6.3. Challenges Encountered During Development

Payment Gateway Integration: Ensuring seamless integration with the chosen payment gateway and handling various payment scenarios securely.

Real-time Seat Reservation: Implementing real-time seat reservation and synchronization between frontend and backend systems.

Cross-browser Compatibility: Addressing variations in rendering and functionality across different web browsers.

Scalability: Ensuring the application can handle a large number of concurrent users during peak times, especially for popular movie releases.

6.4. Code Management and Version Control

Branching Strategy: Adhering to a Git Flow branching strategy to manage different stages of development, including feature development, testing, and production releases.

Pull Requests: Implementing a pull request workflow for code reviews to maintain code quality and catch issues before merging into the main branch.

Continuous Integration/Continuous Deployment (CI/CD): Setting up CI/CD pipelines for automated testing and deployment, ensuring a streamlined release process.

Documentation: Maintaining comprehensive documentation for the codebase, APIs, and deployment procedures to facilitate collaboration and future development.

VII. Testing and Quality Assurance

In the development of our concert booking project, a comprehensive testing strategy was implemented to guarantee the functionality, security, and user experience meets our high standards. Testing methodologies employed included unit testing, which focused on individual components within the application to ensure they functioned correctly in isolation. Integration testing followed, verifying that different modules of the system worked cohesively when combined. Finally, user acceptance testing (UAT) was conducted with a group of real users representative of our target audience to validate the end-to-end process and the overall user experience.

The test results were meticulously recorded and managed through a centralized bug tracking system. This system facilitated effective monitoring and resolution of issues throughout the testing phases. Bugs were triaged based on priority and severity, and the development team promptly addressed and resolved these issues, resulting in iterative improvements to the system.

Quality assurance played a pivotal role in the project lifecycle, and several measures were taken to ensure software reliability. Automated test scripts were implemented to perform regression testing efficiently. Code reviews were regularly conducted to maintain code integrity and adherence to best practices. In addition, performance testing was underlined to ensure the system could handle anticipated user loads

without degradation in service. Security audits were also part of the QA process, with penetration testing and vulnerability assessments conducted to fortify the application against potential threats.

By integrating these rigorous testing and quality assurance practices into our development workflow, we ensured that the cinema booking system remained reliable, secure, and user-friendly, aligning with the quality standards of our organization and the expectations of our end users.

VIII. Deployment and Implementation

The deployment and implementation phase of our concert booking project was executed with meticulous care to ensure a smooth transition into a live environment. The deployment process was carried out in a staged approach, beginning with the setup and configuration of the production servers, followed by the deployment of the database and application layers. This was performed using automated scripts to minimize human error and ensure repeatability. A series of smoke tests were conducted post-deployment to verify that the system was functioning as intended.

Our rollout strategy was designed to be gradual, starting with a beta release to a select user group before a full-scale launch. We laid out a clear timeline that began with the internal testing phase, followed by the beta rollout, and culminated in a complete public release over the course of several weeks. This phased approach allowed us to gather critical user feedback and make necessary adjustments, mitigating the risks associated with a large-scale deployment.

Comprehensive user training and onboarding programs were developed to facilitate a smooth adoption process. These included creating user manuals, how-to guides, and conducting live training sessions and webinars. Our support team was also prepared to handle FAQs and offer hands-on assistance to both staff and end-users, ensuring all stakeholders were proficient in utilizing the new system's features and capabilities.

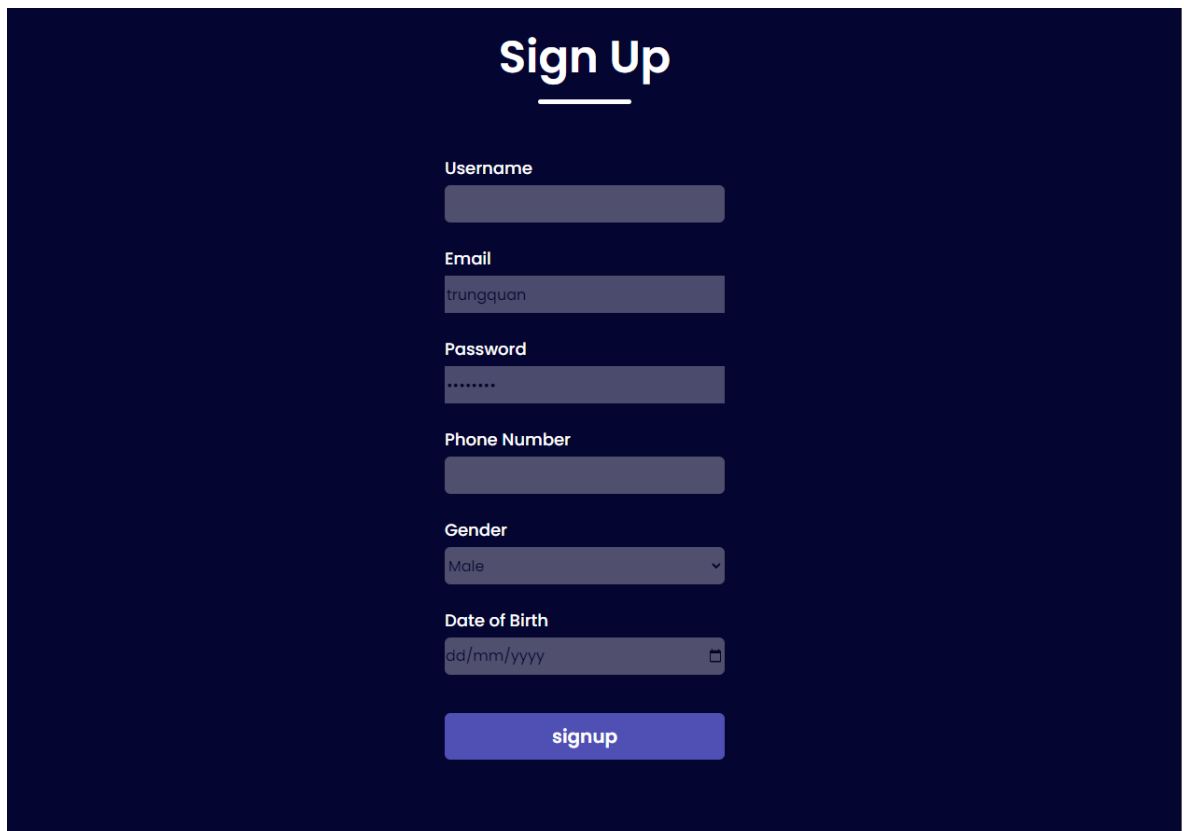
Post-deployment, a robust support plan was put into place to address any issues promptly and maintain system uptime. This plan included 24/7 monitoring for critical system components, a dedicated helpdesk for user inquiries and issue resolution, and

regular maintenance schedules to apply updates and patches. The support plan also detailed a strategy for collecting user feedback and a roadmap for future enhancements, ensuring continuous improvement of the system based on real-world usage metrics and user suggestions. This proactive approach to post-deployment management helps guarantee sustained reliability, usability, and satisfaction for all users of the cinema booking platform.

IX. User Documentation

9.1. User Guide

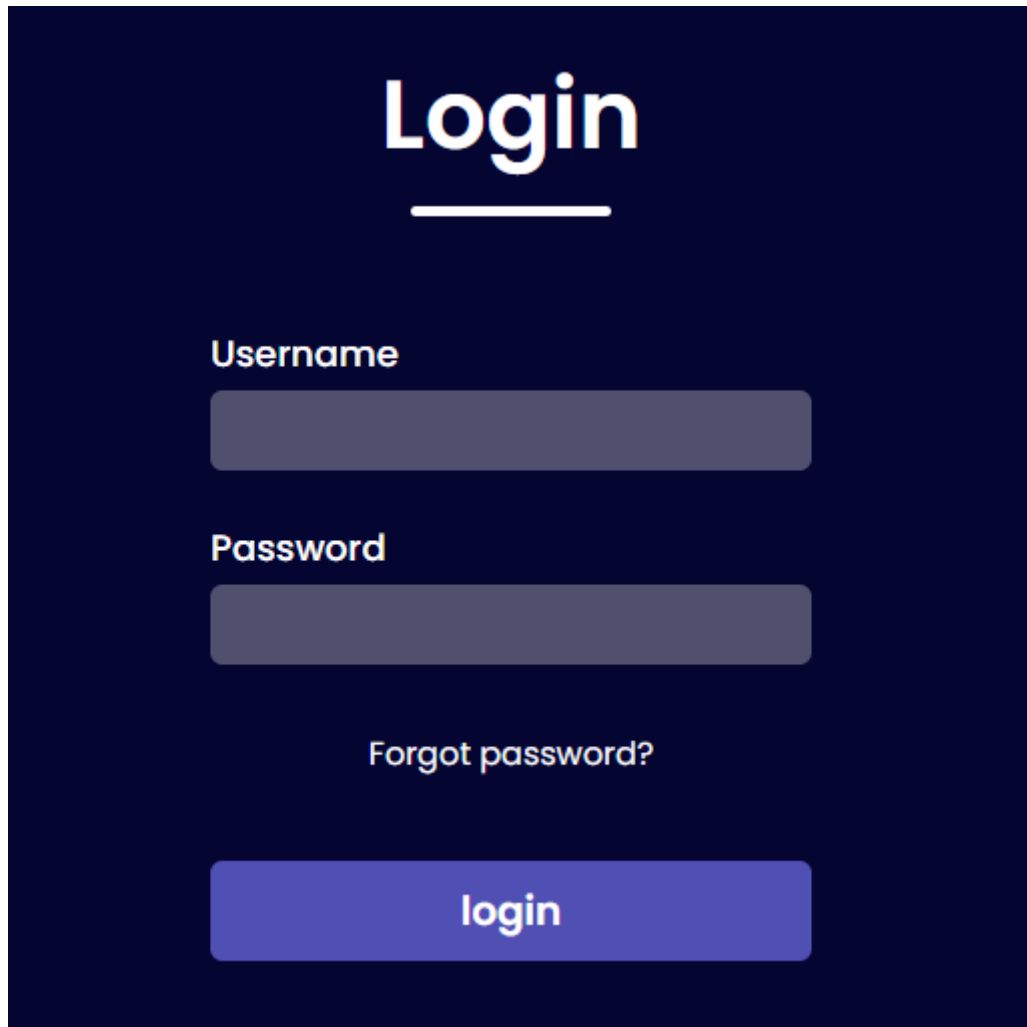
9.1.1. Sign up



The image shows a 'Sign Up' form on a dark blue background. The title 'Sign Up' is centered at the top in white, with a horizontal line underneath. Below the title, the form contains several input fields, each with a label above it: 'Username' (a text input field), 'Email' (a text input field containing the text 'trungquan'), 'Password' (a text input field with masked characters '*****'), 'Phone Number' (a text input field), 'Gender' (a dropdown menu with 'Male' selected), and 'Date of Birth' (a date picker showing 'dd/mm/yyyy'). At the bottom of the form is a blue button with the text 'signup' in white.

| ID | Name | Description |
|-----------|---------------|---|
| 1 | Username | User enter their username |
| 2 | Email | User fill the email |
| 3 | Password | User enter their password that they want |
| 4 | Email | User enter user email |
| 5 | Phone Number | User enter their phone number |
| 6 | Gender | User enter their gender |
| 7 | Date of Birth | User enter their birthday |
| 7 | Sign up | After finishing all of the above, User clicks Sign up completely. |

9.1.2. Log in

A login form on a dark blue background. At the top, the word "Login" is written in a large, white, sans-serif font, with a short white horizontal line centered underneath it. Below this, the label "Username" is in a smaller white font, followed by a wide, rounded rectangular input field with a dark gray background. Underneath the input field is the label "Password" in the same white font, followed by another identical rounded rectangular input field. Below the password field is the text "Forgot password?" in a small white font. At the bottom of the form is a wide, rounded rectangular button with a medium blue background and the word "login" in a white, sans-serif font.

| ID | Name | Description |
|----|-----------------|---|
| 1 | Username | User enter their username |
| 2 | Password | User enter the password that saved |
| 3 | Button “Log in” | User click button “Log in” to move homepage |

9.1.3. Searching Concert



| ID | Name | Description |
|----|------------------------|-------------------------------------|
| 1 | Searching concert area | User find out the concert they need |
| 2 | Button “Search” | User click button to search movie |

9.1.4. Booking

EXO FAN MEETING 2024

Artist: EXO

Date: 2024-10-24T00:00:00.000Z

Time: 2 P.M

Venue: Myra McClure IV Stadium

Select Your Seats

A (700000 VND)

-
0
+

B (1000000 VND)

-
0
+

C (1500000 VND)

-
0
+

D (2000000 VND)

-
0
+

process to payment

| ID | Name | Description |
|----|---------------------------------|--|
| 1 | EXO FAN MEETING 2024 | Detail concert title |
| 2 | Click “process payment” | User click “process payment” to move next process page |
| 3 | Artist: EXO | Detail arits’s name |
| 4 | Date: 2024-10-24 Time: 2 P.M | Detail date and time of concert |
| 5 | Venue: Myra McClure IV Stadium | Detail concert venue |
| 6 | Select Your Seats | User click button to add |

| | | |
|--|--|-------------------------------------|
| | | number of ticket in each seat class |
|--|--|-------------------------------------|

9.1.5. Payment

←

TEST MODE

Pay

₫1,400,000

EXO FAN MEETING 2024 seat Aundefined

₫700,000

EXO FAN MEETING 2024 seat Aundefined

₫700,000

Pay

Pay with link

Or pay with card

Email

Card information

1234 1234 1234 1234

VISA

MasterCard

AMERICAN EXPRESS

Discover

MM / YY

CVC

Cardholder name

Full name on card

Country or region

Vietnam

☐ Securely save my information for 1-click checkout

Pay faster on this site and everywhere Link is accepted.

Pay

Payment Successful!

Your booking has been successfully created|

Back to Concerts

| ID | Name | Description |
|----|---------------------|---|
| 1 | Email | User email information |
| 2 | Card information | User input their card information |
| 3 | Button “Pay” | User click button to purchase the ticket |
| 4 | Payment Successful! | When user pay successful, it will redirect to payment |

| | | |
|---|--------------------------|--|
| | | success page |
| 5 | Button “Back to concert” | User click button “Back to concert” to move back home screen |

9.2. System requirements for end-users

9.2.1. Hardware Requirements:

- Personal Computer, Laptop, Tablet, or Smartphone
- Internet connectivity for online booking

9.2.2. Operating System

- Compatibility with popular operating systems such as Windows, macOS, Linux, Android, and iOS.

9.2.3. Web Browser

- Support for major web browsers such as Google Chrome, Mozilla Firefox, Safari, and Microsoft Edge.

9.2.4. User Interface:

- Intuitive and user-friendly interface for ease of use.
- Responsiveness for various screen sizes and resolutions.

9.2.5. Security

- Secure Sockets Layer (SSL) for data encryption during online transactions.
- Secure user authentication and authorization mechanisms.

9.2.6. Accessibility

- Compliance with accessibility standards (e.g., WCAG) to ensure usability for people with disabilities.

9.2.9. Payment Integration

- Integration with secure payment gateways for online transactions.

- Support for various payment methods (credit cards, digital wallets, etc.).

9.3. Troubleshooting tips and FAQs

9.3.1. Troubleshooting Tips

1. Login Issues:

Problem: Users can't log in.

Tip: Reset the password or check for typos in the username/password.

2. Booking Errors:

Problem: Users encounter errors during the booking process.

Tip: Clear browser cache, try a different browser, or check for any network issues.

3. Payment Failures:

Problem: Payment transactions fail.

Tip: Verify card details, try a different payment method, or contact customer support.

4. Session Timeout:

Problem: Users are unexpectedly logged out.

Tip: Refresh the page, log in again, or adjust session timeout settings.

5. Slow Performance:

Problem: System response is slow.

Tip: Check internet connection, close unnecessary tabs, or try during non-peak hours.

6. Booking Confirmation Not Received:

Problem: Users don't receive booking confirmation.

Tip: Check spam folder, verify email address, or contact support.

7. Seat Selection Issues:

Problem: Users can't select seats.

Tip: Ensure seats are available, try a different showtime, or refresh the seat map.

9.3.2. Frequently Asked Questions (FAQs):

1. How do I create an account?

Provide step-by-step instructions on creating an account.

2. How can I reset my password?

Guide users through the password reset process.

3. What payment methods are accepted?

List accepted payment methods and troubleshooting steps for payment issues.

4. How do I cancel a booking?

Provide instructions on canceling bookings and any associated refund policies.

5. Can I change my seat after booking?

Explain whether seat changes are allowed and the process involved.

6. What should I do if I encounter a technical error during booking?

Offer general troubleshooting steps and encourage users to contact support if issues persist.

7. How far in advance can I book tickets?

Specify booking window limits and policies.

8. What happens if I miss my showtime?

Explain late entry policies and any available options.

9. Are there discounts for group bookings?

Detail any group booking discounts and how to avail them.

XI. Lessons Learned

11.1. Reflection on what went well and what could be improved.

Firstly, investing time in clear requirements gathering facilitated a shared understanding among developers. Secondly, establishing regular communication channels fostered collaboration and transparency. Finally, inadequate documentation hindered knowledge transfer and future maintenance. Clear project planning and task allocation are imperative for timely delivery.

11.2. Insights gained from project challenges

A well-defined scope minimized misunderstandings and streamlined development efforts. Moreover, open dialogue minimized misunderstandings and contributed to a positive team dynamic. In addition, user involvement is crucial for refining features and ensuring customer satisfaction. Then, enhancing agility requires a cultural shift and a more fluid approach to project planning. Next, well-maintained documentation is invaluable for seamless project transitions. Regular monitoring and proactive issue resolution are critical components of successful project management.

11.3. Recommendations for future projects

Firstly, prioritize thorough requirements discussions in future projects to establish a strong foundation. Continue to emphasize effective communication strategies in future projects. Secondly, institutionalize systematic user feedback mechanisms in future projects. In addition, foster a more agile mindset, allowing for iterative development and flexibility in response to changing needs. Then, prioritize comprehensive documentation, covering code, architecture, and system functionalities. Finally, strengthen project

management practices, placing emphasis on real-time progress tracking and efficient issue resolution.

XII. Conclusion

In conclusion, our concert booking project has successfully delivered a robust and user-friendly platform that significantly enhances the concert-going experience. Throughout its development, our team adeptly navigated challenges and met the project objectives within the stipulated timeline.

We have seamlessly integrated a variety of key features, such as intuitive seat selection, real-time availability updates, and secure payment processing, resulting in a highly efficient booking system. The execution of a comprehensive testing strategy has ensured the platform's functionality, security, and performance, meeting our high-quality standards and exceeding user expectations.

Key features such as intuitive ticket selection, real-time availability updates, and secure payment processing have been seamlessly integrated, resulting in a highly efficient booking system. Comprehensive testing ensured the platform's functionality, security, and performance, exceeding user expectations.

Key achievements include implementing a scalable architecture, developing a thorough testing strategy, and executing a smooth deployment process. We also ensured a secure environment for users' data.

As we conclude this project, we reflect on the valuable insights gained and improvements made. We are committed to ongoing enhancements and dedicated support, ensuring we remain at the forefront of the digital entertainment industry.

XIII. References

1. ticketbox.vn
2. youtube.com/watch?v=DBMPXJJfQEA&t=1628s
3. youtube.com/playlist?list=PL_QEvEi9neNSOGrmYOZSYFk9DpYr-Zd9p
4. youtube.com/watch?v=VAaUy_Moivw&t=14028s

XIV. Appendices

As customary, the appendix is positioned at the end of the document, offering additional information pertinent to the Concert Ticket Booking Web Application project. This section includes a detailed overview of the technical stack used, descriptions of the challenges encountered during development and the solutions implemented, and insights into the code management practices, such as the Git Flow branching strategy, pull request workflows, and CI/CD pipelines.

This appendix serves as a comprehensive resource for readers who wish to delve deeper into the technical details, development challenges, and strategies utilized throughout the project, complementing the main body of the report without overwhelming it with extensive details.

XV. Acknowledgments

Throughout this project, our team gained invaluable insights into effective project management, from identifying the target audience to conducting initial project meetings. Each team member showed dedication and focus, efficiently completing their tasks while continuously learning and solving issues, particularly in bug resolution.

While we acknowledge our strengths, we also recognize the challenges that still need to be addressed. Despite these hurdles, the project has significant potential for growth and could evolve into a practical real-world application. Moving forward, we are committed to overcoming these challenges and enhancing our project. One key aspect of our future efforts is to integrate a scheduling system into our platform, enabling users to easily sign up and stay informed about upcoming concerts and events.

-THE END-